

# STATE OF NORTH CAROLINA

File No. 15CV013397

WAKE County

In The General Court Of Justice

☐ District ☒ Superior Court Division

Name Of Plaintiff

STATE OF NORTH CAROLINA, ex rel. ROY COOPER, AG

Address

114 West Edenton Street

City, State, Zip

Raleigh, NC 27603

**VERSUS**

Name Of Defendant(s)

NORTH CAROLINA MEDICAL INSTITUTE; and SHERITA MCQUEEN, individually and in her capacity as owner and president of North Carolina Medical Institute

Date Original Summons Issued

Date(s) Subsequent Summons(es) Issued

## CIVIL SUMMONS

☐ ALIAS AND PLURIES SUMMONS (ASSESS FEE)

G.S. 1A-1, Rules 3, 4

### To Each Of The Defendant(s) Named Below:

Name And Address Of Defendant 1

North Carolina Medical Institute  
c/o Registered Agent Sherita A. McQueen  
114 1/2 Anderson Street  
Fayetteville, NC 28314-8607

Name And Address Of Defendant 2

North Carolina Medical Institute  
c/o Registered Agent Sherita A. McQueen  
P.O. Box 26015  
Fayetteville, NC 28314

### A Civil Action Has Been Commenced Against You!

You are notified to appear and answer the complaint of the plaintiff as follows:

1. Serve a copy of your written answer to the complaint upon the plaintiff or plaintiff's attorney within thirty (30) days after you have been served. You may serve your answer by delivering a copy to the plaintiff or by mailing it to the plaintiff's last known address, and
2. File the original of the written answer with the Clerk of Superior Court of the county named above.

If you fail to answer the complaint, the plaintiff will apply to the Court for the relief demanded in the complaint.

Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff)

Matthew L. Liles, Assistant Attorney General  
NC Department of Justice - Consumer Protection Division  
PO Box 629  
Raleigh, NC 27602-0629

Date Issued

OCT 06 2015

Time

2

☐ AM  
☒ PM

Signature

☐ Deputy CSC

☐ Assistant CSC

☐ Clerk Of Superior Court

### ☐ ENDORSEMENT (ASSESS FEE)

This Summons was originally issued on the date indicated above and returned not served. At the request of the plaintiff, the time within which this Summons must be served is extended sixty (60) days.

Date Of Endorsement

Time

☐ AM  
☐ PM

Signature

☐ Deputy CSC

☐ Assistant CSC

☐ Clerk Of Superior Court

**NOTE TO PARTIES:** Many counties have **MANDATORY ARBITRATION** programs in which most cases where the amount in controversy is \$15,000 or less are heard by an arbitrator before a trial. The parties will be notified if this case is assigned for mandatory arbitration, and, if so, what procedure is to be followed.

**STATE OF NORTH CAROLINA**File No. **50V013397**WAKE CountyIn The General Court Of Justice  
☐ District ☒ Superior Court Division

## Name Of Plaintiff

STATE OF NORTH CAROLINA, ex rel. ROY COOPER, AG

## Address

114 West Edenton Street

## City, State, Zip

Raleigh, NC 27603

**VERSUS**

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MCQUEEN, individually and in her capacity as owner and  
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**CIVIL SUMMONS**☐ ALIAS AND PLURIES SUMMONS (ASSESS FEE)

G.S. 1A-1, Rules 3, 4

**To Each Of The Defendant(s) Named Below:**

## Name And Address Of Defendant 1

Sherita Antonette McQueen  
1195 Hallberry Drive  
Fayetteville, NC 28314-1827

## Name And Address Of Defendant 2

**A Civil Action Has Been Commenced Against You!**

You are notified to appear and answer the complaint of the plaintiff as follows:

1. Serve a copy of your written answer to the complaint upon the plaintiff or plaintiff's attorney within thirty (30) days after you have been served. You may serve your answer by delivering a copy to the plaintiff or by mailing it to the plaintiff's last known address, and
2. File the original of the written answer with the Clerk of Superior Court of the county named above.

If you fail to answer the complaint, the plaintiff will apply to the Court for the relief demanded in the complaint.

## Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff)

Matthew L. Liles, Assistant Attorney General  
NC Department of Justice - Consumer Protection Division  
PO Box 629  
Raleigh, NC 27602-0629

## Date Issued

**OCT 06 2015**

## Time

**2**☐ AM  
☒ PM

## Signature

☒ Deputy CSC☐ Assistant CSC☐ Clerk Of Superior Court☐ **ENDORSEMENT (ASSESS FEE)**

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## Date Of Endorsement

## Time

☐ AM  
☐ PM

## Signature

☐ Deputy CSC☐ Assistant CSC☐ Clerk Of Superior Court**NOTE TO PARTIES:** Many counties have **MANDATORY ARBITRATION** programs in which most cases where the amount in controversy is \$15,000 or less are heard by an arbitrator before a trial. The parties will be notified if this case is assigned for mandatory arbitration, and, if so, what procedure is to be followed.

STATE OF NORTH CAROLINA  
COUNTY OF WAKE

FILED

IN THE GENERAL COURT OF JUSTICE  
SUPERIOR COURT DIVISION

File No. \_\_\_\_\_

STATE OF NORTH CAROLINA, *ex rel.* )  
ROY COOPER, Attorney General, )  
WAKE COUNTY, C.S.C. )

Plaintiff, )

BY \_\_\_\_\_ )

v. )

NORTH CAROLINA MEDICAL )  
INSTITUTE; and SHERITA ANTONETTE )  
MCQUEEN, individually and in her capacity )  
as owner and president of NORTH )  
CAROLINA MEDICAL INSTITUTE. )

Defendants. )

**COMPLAINT**

and

**MOTION FOR TEMPORARY  
RESTRAINING ORDER****INTRODUCTION**

1. The State of North Carolina brings this action against North Carolina Medical Institute, and its operator, Sherita McQueen, alleging violations of the Unfair and Deceptive Trade Practices Act, N.C. Gen. Stat. § 75-1.1, *et seq.*, for operating a proprietary school without a license, as mandated by N.C. Gen. Stat. § 115D-90, *et seq.*, and placing unqualified people on the North Carolina Nursing Aide II Registry. The State seeks a Temporary Restraining Order and other injunctive relief against defendants, civil penalties, restitution for victims, attorneys' fees, and other costs.

**PARTIES**

2. Plaintiff is the State of North Carolina, by and through its Attorney General, Roy Cooper, who brings this action pursuant to authority granted by Chapters 75 and 114 of the North Carolina General Statutes.

3. Defendant North Carolina Medical Institute (“NCMI”) is a privately-owned, non-profit North Carolina educational corporation whose primary business is operating a proprietary school located at 114 Anderson Street in Fayetteville, North Carolina. Previously known as “CNA Health Courses,” NCMI adopted its current name on December 16, 2014.

4. Defendant Sherita Antonette McQueen formulated and controlled the business practices, representations, acts, and omissions of NCMI, and is a resident of the State of North Carolina. At all times relevant to this action, defendants have purported to do business from premises located in Cumberland County.

### **FACTUAL ALLEGATIONS**

5. NCMI is a Fayetteville-based proprietary school that charges tuition for vocational training targeted towards North Carolina citizens who are interested in pursuing careers as nursing assistants and in other healthcare-related fields. NCMI charges students anywhere from \$180 to \$800 per course, depending on the particular course of study.

6. Chapter 115D of the North Carolina General Statutes requires proprietary schools to meet licensure requirements. Moreover, the General Assembly has recognized “the importance of higher education and of the particular significance attached to the personal credentials accessible through higher education” in all public and private post-secondary entities. N.C. Gen. Stat. § 116-15.

7. Because it meets the statutory definition provided under N.C. Gen. Stat. § 115D-87(2), NCMI is a proprietary school, and thus it must comply with the licensing requirements enumerated by N.C. Gen. Stat. § 115D-90 and enforced by the North Carolina State Board of Proprietary Schools<sup>1</sup> (“SBPS”).

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<sup>1</sup> The SBPS is a part of the North Carolina Community Colleges System. The State Board of

8. Chapter 90 of the North Carolina General Statutes also requires Nursing Aide II (“NAII”) programs to be approved by the North Carolina State Board of Nursing (“NCBON”). N.C. Gen. Stat. § 90-171.20(5), 171.39; *see also* 21 NCAC 36.0405(b). Of particular importance is the NCBON’s approval of the NAII instructor because this instructor is empowered to put graduates on the state NAII registry after successful completion of the program. *See* Affidavit of Joyce W. Roth at ¶ 4, attached as Ex. 1 (hereinafter “Roth Aff.”).

9. Although defendants previously complied with Chapter 115D and held a valid license to operate NCMI as a proprietary school, the State Board of Community Colleges (“SBCC”) refused to renew NCMI’s license in May 2015 after an OPS investigation found multiple violations of relevant law, including: offering courses and subjects outside of the school’s licensure; advertising unlicensed courses; employing unapproved instructors; knowingly presenting the SBCC with false or misleading information; and potential violations of federal law related to defendant McQueen’s unlicensed instruction of NAII courses. Due to similar concerns, the NCBON also pulled approval of NCMI’s NAII program. Despite losing its licenses, defendants have continued to operate NCMI, in violation of the law.

#### **NCMI’s Questionable Practices While Licensed**

10. On June 12, 2014, as required by statute and regulation, the NCBON approved NCMI’s NAII program – including the curriculum and instructor. 21 NCAC 36.0405(b). At that time, Cheryl D. Williams, RN was NCMI’s only NAII instructor approved by both the NCBON and the SBPS. *See* Roth Aff. at ¶ 8; Affidavit of Scott J. Corl at ¶ 10 attached as Ex. 2 (hereinafter “Corl Aff.”).

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Community Colleges acts through the SBPS and its corresponding administrative unit, the Office of Proprietary Schools (“OPS”), to license and regulate proprietary schools in North Carolina. N.C. Gen. Stat. §§ 115D-89 through 89.4.

11. In a June 24, 2014 follow-up letter, the NCBON reminded defendant McQueen that no changes could be made to NCMI's NAII program – including the instructor – without NCBON approval. *See* Roth Aff at attachment C. The letter also warned defendant McQueen that she was not qualified or approved to teach any aspect of the NAII course. *Id.*

12. On August 15, 2014, NCMI was initially granted a proprietary school license to offer two programs: phlebotomy and Nurse Aide II. The approved phlebotomy course required a student to complete 220 hours of instruction and the approved NAII course required 180 hours. Corl Aff. ¶ C.

### ***Offering Unlicensed and Deficient Programs***

13. At some point in 2014, defendants began advertising and offering several unlicensed programs at NCMI, including: CPR & first aid; medical assisting; pharmacy technician; EKG technician; billing & coding specialist; medical administration assistant; medical administration assistant; electronic health record specialist; and patient care technician. *See* Notice of Refusal to Recommend Proprietary License Renewal at 3, Attachment D to Corl Aff.

14. Though these additional programs NCMI offered met all of the requirements of N.C. Gen. Stat. § 115D-87(2), none had been licensed by the OPS.

15. Unlicensed programs, in addition to being illegal, are of questionable value to students as there is nothing to attest to their instructional rigor or the abilities of their graduates. Some employers and licensing boards will not recognize credentials from unlicensed programs.

16. On information and belief, NCMI offered a NAII program that was not merely unlicensed but severely deficient. For example, the original state-approved NAII program at NCMI required 180 hours of training. Yet former NCMI students have reported receiving their initial NAII credential after attending a course that lasted only one day.

17. On information and belief, NCMI did not inform prospective students of its programmatic deficiencies. In fact, when asked, defendant McQueen would regularly tell prospective students that the courses were approved or accredited.

***Defendant McQueen's Unlicensed NAII Instruction***

18. In addition to the extra unlicensed programs, it appears that defendants also offered a non-compliant NAII program after the departure of its state-approved instructor – Ms. Williams. Defendants' actions not only resulted in students being sold a non-compliant NAII course, but they also put dozens of unqualified nursing aids on the state NAII registry. Since these under-trained NAIIs are now working with patients, this presents a significant public health risk.

19. In or around October 2014, Ms. Williams – the only NAII instructor at NCMI approved by both the NCBON and OPS – left the school. *See* Affidavit of Cheryl D. Williams at ¶ 7, attached as Exhibit 3 (hereinafter “Williams Aff.”).

20. On October 20, 2014, the NCBON started to suspect that defendant McQueen was improperly teaching NAII classes after a complaint from a student. Roth Aff. at ¶ 11. The NCBON made an immediate inquiry to defendant McQueen who then told NCBON that Ms. Williams had in fact left NCMI. *Id.* at ¶ 13. Defendant McQueen requested that the NCBON approve Jodi Lynn McFayden as Ms. Williams' replacement, which it did. *Id.* On January 12, 2014, defendant McQueen asked the NCBON to approve Samantha Chavis as an NAII instructor, which it did. *Id.* at ¶ 15.

21. On April 30, 2015, defendant McQueen told OCS that neither Ms. McFayden nor Ms. Chavis had taught an NAII course at NCMI. *See* Notice of Refusal to Recommend Proprietary License Renewal at 4-5, attached as Attachment D to Corl Aff.

22. Despite Ms. Williams' departure and NCMI's failure to hire an approved

replacement, defendants continued to offer an NAI course. On information and belief, defendant McQueen often taught these NAI courses despite being specifically warned not to by the NC BON. *See* Roth Aff. at ¶¶ 10, 15.

23. Defendants also continued to use Ms. Williams' credentials<sup>2</sup> to put as many as 50 new NAI's – including defendant McQueen herself – on the state NAI registry. *See* Roth Aff. at ¶¶ 18-19.

#### **Proprietary School License Non-Renewal and Board of Nursing Revocation**

24. On October 31, 2014, the North Carolina Office of Proprietary Schools visited NCMI for an announced audit. Corl Aff. at ¶ 4. That audit, performed by program auditor Rasheeda McAllister, revealed a number of compliance issues related to advertising of unlicensed programs, substandard instructional materials, incomplete academic records, and incomplete faculty files. Corl Aff. at ¶¶ 4-5.

25. On November 12, 2014, Auditor McAllister issued her findings along with corrective actions to defendant McQueen. Corl Aff. at attachment A. OPS told NCMI to expect a follow-up audit in the spring of 2015. Corl Aff. at ¶ 5.

26. In April 2015, while preparing for NCMI's follow-up audit, the OPS discovered advertisements for additional programs – potentially in violation of state and federal law. Corl Aff. at ¶ 8. Based on this discovery, OPS commenced an investigation into NCMI's course offerings. *Id.*

27. On April 30, 2015, OPS confronted defendant McQueen with its concerns at a meeting at the NCMI facility. Corl Aff. at ¶ 9. Specifically, OPS questioned defendant McQueen

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<sup>2</sup> Approved instructors access the NAI Registry using a combination of their unique RN number and Social Security number. Though the Registry does associate the NAI with the institution where they received their training, there are not institution-wide log-ins; instead the system relies on certification by individual approved instructors.



about: offering numerous unlicensed medical courses; advertising those unlicensed classes; failing to have all instructors approved by OPS; and submitting false or misleading information about NCMI's programs as a part of its license renewal application. *Id.* Defendant McQueen proffered numerous explanations or otherwise pled ignorance. *Id.*

28. Following the meeting, OPS continued its investigation by interviewing current/former employees and students. Corl Aff. at ¶¶ 10-11. Right after interviewing defendant McQueen, OPS contacted Ms. Williams – NCMI's NAIH instructor of record. *Id.* Ms. Williams informed OPS that she had left NCMI over six (6) months prior, in or around October 2014. *Id.* at ¶ 10. Immediately upon learning that NCMI had no approved NAIH instructor, Executive Director Corl ordered Ms. McQueen to cease all instruction of programs licensed by the OPS. *Id.*

29. On May 8, 2015, OPS presented its findings to the SBPS which was considering NCMI's annual renewal application. Corl Aff. at ¶ 11. The SBPS unanimously voted against renewing NCMI's license to operate a proprietary school in North Carolina. *Id.*

30. On May 14, 2015, the SBPS submitted its Notice of Refusal to Recommend Proprietary License Renewal to State Board of Community Colleges. Corl Aff. at attachment D. In accordance with the SBCC procedure, SBPS notified NCMI of its right to request an informal hearing to contest the denial of licensure. Corl Aff. at ¶ 13. When NCMI did not respond, the SBCC decision became final. On June 30, 2015, NCMI's proprietary school license expired. Corl Aff. at ¶ 14.

31. On May 20, 2015, after being notified of the SBPS's refusal to renew NCMI's proprietary school license, the NCBON notified defendant McQueen via certified mail that she "may not offer any NAIH classes, courses, and clinical instruction, effective immediately." Roth Aff. at attachment E.

### **NCMI's Continued Unlicensed Operations**

32. Despite proper notice from OPS and the NCBON, defendants have openly defied state regulators and North Carolina law by continuing to operate NCMI illegally without a license. *See* Affidavit of Kennon Jackson attached as Ex 4 (hereinafter "Jackson Aff."); Affidavit of Angela Howard attached as Ex 5 (hereinafter "Howard Aff.").

33. NCMI continues to promote its unlicensed programs via the Internet – including on its own website ([www.ncmedicalinstitute.com](http://www.ncmedicalinstitute.com)) and Craigslist. Howard Aff. ¶¶ 5-16.

34. Defendants' website advertises September, and October programs in: medical assisting; phlebotomist technician; EKG; pharmacy technician; CNA I; and PCT/PCA patient care technician. Howard Aff. at ¶¶ 6-8. NCMI charges students anywhere from \$180 to \$800 for these classes. *Id.* at attachments C-D. Though all of these programs meet the requirements of N.C. Gen. Stat. § 115D-87(2), requiring licensure, none have been approved by the OPS.

35. Defendants continue to actively advertise their programs to prospective students on the Craigslist website without disclosing that they are unlicensed. For example, in a Craigslist ad marked "Sep 13", defendants advertised for their "Medical Assisting Certification." *See* Howard Aff. at Attachments E-F. The ad specifically names "North Carolina Medical Institute" and directs prospective students to NCMI's website for more information. *Id.*

36. On information and belief, defendants fail to disclose to consumers that their classes are unlicensed and how that status could affect the value of the training they offer.

### **Willful Acts and Financial Harm**

37. Defendants' aforesaid acts, practices, representations, and omissions have been knowing and willful.

38. Defendants' aforesaid acts, practices, representations, and omissions have been in

or affecting commerce in North Carolina and have had a significant and negative impact thereon.

39. Because defendants have operated a proprietary school without a license, consumers have suffered and will continue to suffer financial harm.

**CLAIM FOR RELIEF: VIOLATION OF THE UNFAIR AND DECEPTIVE  
TRADE PRACTICES ACT, N.C. GEN. STAT. §75-1.1, et seq.**

40. The State incorporates herein by reference paragraphs one through twenty-two, above, and alleges further that the aforesaid acts, practices, omissions, and representations by defendants constitute unfair and deceptive practices in violation of N.C. Gen. Stat. § 75-1.1, *et seq.*

41. Defendants' unfair and deceptive practices include, but are not limited to:

(a) operating a proprietary school in the State of North Carolina without a license, as mandated by N.C. Gen. Stat. § 115D-90, *et seq.*;

(b) soliciting and receiving compensation from consumers for products or services at an unlicensed proprietary school;

(c) offering and advertising programs not taught by qualified instructors or meeting minimum requirements for such programs;

(d) failing to disclose to consumers the shortcomings of its programs and how they limit the value to potential students; and

(e) endangering North Carolina health consumers by deceptively placing unqualified people on the North Carolina Nursing Aide II Registry.

42. By continuing to operate NCMI illegally without a license, defendants harm North Carolina consumers and deceive potential students.

43. Defendants' above alleged unfair and deceptive trade practices entitle the State to the statutory relief prayed for below.

**REQUEST FOR A TEMPORARY RESTRAINING ORDER**  
**UNDER N.C. GEN. STAT. § 75-14**

As shown by this complaint and the accompanying affidavits of Joyce W. Roth, Scott J. Corl, Cheryl D. Williams, Kennon E. Jackson, and Angela D. Howard defendants' deceptive and illegal practices are ongoing and continue to harm the citizens of this state. The State of North Carolina therefore requests a Temporary Restraining Order pursuant to N.C. Gen. Stat. § 75-14 so that further consumer harm and further violations of law might be prevented.

**PRAYER FOR RELIEF**

**WHEREFORE**, the State prays the Court for the following relief:

A. That the Court issue a Temporary Restraining Order pursuant to N.C. Gen. Stat. § 75-14 prohibiting defendants, their agents, employees, and corporate successors or assigns, and any persons acting in concert with them, from:

(1) operating a proprietary school in the State of North Carolina without a license, as mandated by N.C. Gen. Stat. § 115D-90, *et seq.*;

(2) advertising, offering, or entering into contracts for educational or instructive products or services in North Carolina;

(3) collecting any further payment, directly or indirectly, from consumers related to the aforementioned business;

(4) placing any person on the North Carolina Nursing Aide II Registry;

(5) destroying, transferring, concealing, altering, or removing from their possession or control any financial records, consumer contracts, emails, or other correspondence, business records, and other documents of defendants; or

(6) transferring, withdrawing, concealing, or encumbering any assets of defendants pending further order of the Court;

B. That, upon proper notice to defendants and within ten (10) days of the entry of the Temporary Restraining Order, a hearing be conducted to determine whether that Order, or any reasonable modification thereof, should not be continued in the form of a Preliminary Injunction pending the final adjudication of this cause, as allowed by N.C. Gen. Stat. § 75-14;

C. That defendants be required to produce the following records no later than three (3) days prior to the Preliminary Injunction hearing or within ten (10) days of entry of a Temporary Restraining Order, whichever is sooner:

(1) The name and address of every bank at which any of defendants maintain, and/or in the past three years have maintained, deposit, checking, or other bank accounts, and the account number for each such account;

(2) A statement of the current monetary balance in each such account held by any of defendants, together with a copy of the most recent bank statement for each such account and all bank statements from the past three years for each such account; and

(3) A current financial statement, showing the current assets and liabilities for defendants;

D. That, pursuant to N.C. Gen. Stat. § 75-15.1, the Court cancel all contracts executed by defendants, their agents, employees, and corporate successors or assigns, and any persons acting in concert with them, in North Carolina in violation of N.C. Gen. Stat. § 75-1.1 and order defendants to make restitution of all amounts that consumers paid in reliance upon said contracts;

E. That, pursuant to N.C. Gen. Stat. § 75-14, a Permanent Injunction be entered upon final adjudication of this case to prevent defendants, their agents, employees, and corporate successors or assigns, and any persons acting in concert with them, from resuming any unfair or

deceptive practices in the State;

F. That defendants be required to pay civil penalties to the State in the amount of \$5,000.00 per violation of the Unfair and Deceptive Trade Practices Act, pursuant to N.C. Gen. Stat. § 75-15.2, and that each week that the above alleged practices persisted be deemed a separate violation, as allowed by N.C. Gen. Stat. § 75-8, if that results in a higher penalty amount;

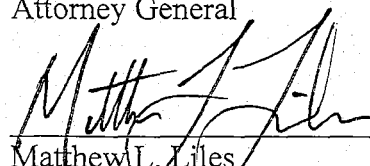
G. That costs and reasonable attorneys' fees be awarded to the State of North Carolina pursuant to N.C. Gen. Stat. § 75-16.1; and

H. That the Court award the State such other and further relief as may be just and proper.

This the 6th day of October 2015.

ROY COOPER  
Attorney General

By:

  
Matthew L. Liles  
Assistant Attorney General  
Consumer Protection Division  
North Carolina Department of Justice  
Post Office Box 629  
Raleigh, NC 27602-0629  
(919) 716-6000  
NC Bar No. 38315

**AFFIDAVITS IN SUPPORT OF**  
**THE STATE'S APPLICATIONS FOR INJUNCTIVE RELIEF:**

JOYCE W. ROTH	Exhibit 1
SCOTT J. CORL	Exhibit 2
CHERYL D. WILLIAMS	Exhibit 3
KENNON E. JACKSON, JR	Exhibit 4
ANGELA D. HOWARD	Exhibit 5

STATE OF NORTH CAROLINA, *ex rel.*  
ROY COOPER ATTORNEY GENERAL

v.

NORTH CAROLINA MEDICAL INSTITUTE; and SHERITA ANTOINETTE  
MCQUEEN, individually and in her capacity as owner and president of NORTH  
CAROLINA MEDICAL INSTITUTE

# Exhibit 1



STATE OF NORTH CAROLINA

COUNTY OF WAKE

AFFIDAVIT OF JOYCE W. ROTH

I, Joyce W. Roth, being first sworn, do hereby depose and say:

1. I am employed by the North Carolina Board of Nursing ("NCBON"). My official title is Associate Director, Organizational Development and Continuing Competence. My duties include, but are not limited to: oversight of continuing competence for all licensed nurses; oversight and approval of Nurse Aide II Programs; organizational and staff development for NCBON.

2. I have direct knowledge of the following facts, or have conducted reasonably diligent investigation so that I believe such to be true.

3. The NCBON is charged by statute with approving all Nurse Aide II ("NAII") courses in North Carolina, including the instructor, curriculum, and clinical requirements.

4. The NCBON maintains a NAII Registry System that lists all people who have successfully completed approved NAII courses. The NAII Registry System is a publically-available database used by North Carolina health care providers to verify listing of the NAII's they employ. Upon successful completion of the NAII program, the approved instructor logs onto the NAII Registry System and certifies that students have met the requirements for an NAII. The instructor must use a unique combination of their Registered Nurse license number and social security number to log into the system.

5. On December 16, 2013, the NCBON received an initial application from North Carolina Medical Institute ("NCMI") (at that time the entity was known as CNA Health Courses) for approval to offer the NAI course; however, the application did not meet NCBON requirements, and was not granted.

6. On February 3, 2014, the NCBON staff provided the owner of NCMI, Sherita McQueen, with detailed feedback on the requirements of the NAI course via email. Ms. McQueen revised and resubmitted the application, but it was still not in compliance, and was not granted. On March 31, 2014, NCBON staff again provided detailed feedback to Ms. McQueen via email and directed her to review the requirements of the NAI course.

7. On May 9, 2014, the NCBON received a new application from NCMI for approval to offer the NAI course. The application included the required modules and corrected theory and clinical requirements, but the admission requirements for the proposed program still did not meet NCBON requirements. The NCBON provided Ms. McQueen detailed feedback via email on May 13, 2014.

8. On June 12, 2014, after Ms. McQueen submitted additional materials, the NCBON granted NCMI approval to offer the NAI course. At the time of approval, Cheryl Denise Williams, Registered Nurse ("RN"), was approved as the Program Director and Coordinator at CNA Health Courses. Ms. Williams was the only approved NAI instructor at that time. A true and accurate copy of this letter is attached as Attachment A.

9. On June 12, 2014, the same day approval was granted by the NCBON, the NCBON staff verified that Ms. McQueen was not an RN. A true and accurate copy of Ms. McQueen's email is attached as Attachment B.

10. On June 24, 2014, due to concerns identified by NCBON staff during the application process, Dr. Linda Burhans, Associate Executive Director, Practice, Regulation, and Education, NCBON, sent Ms. McQueen an additional letter, clarifying the requirements and expectations for NCBON approved NAII courses. A true and accurate copy of this letter is attached as Attachment C. This letter clearly informed Ms. McQueen that no aspect of the course could be changed without prior approval by the NCBON, that Ms. Williams was the only person approved as an NAII instructor, that Ms. McQueen was not qualified or approved to teach any aspect of the NAII course, and that any additional instructors must be approved by the NCBON prior to teaching any aspect of the course.

11. On or about October 20, 2014, NCBON received a complaint from a student who had attended the NAII course at NCMI. On or about the same time, NCBON staff had identified an advertisement on Craig's List for an NAII course at NCMI that was of concern.

12. On October 20, 2014, NCBON staff contacted Ms. McQueen via email, requesting information about NCMI's NAII program including past program schedules and the names of all instructors and students. A true and accurate copy of this email is attached as Attachment D.

13. On October 20, 2014, Ms. McQueen responded that Ms. Williams was no longer employed by NCMI, and asked for Jodi Lynn McFadyen to be approved as the Program Coordinator. Ms. McFadyen was thereafter approved to be the Coordinator and Instructor. A true and accurate copy of this email is attached as Attachment D.

14. In Ms. McQueen's October 20, 2014, response, she responded with some of the information the NCBON requested, but not all of it. The class and clinical schedule that Ms. McQueen provided did not match the narrative she gave. NCBON staff continued to try to obtain schedule clarification and all other information that was requested.

15. On January 12, 2015, NCBON staff sent an email to Ms. McQueen to once again clarify NCBON requirements, request additional information, and inform Ms. McQueen of information she was now required to submit to NCBON prior to and following each NAII course. Ms. McQueen responded to the email, requesting that Samantha Chavis be approved as an NAII instructor, in addition to Ms. McFadyen. A true and accurate copy of this email is attached as Attachment E.

16. On May 20, 2015, NCBON was notified by Scott Corl, Executive Director of the North Carolina Office of Proprietary Schools that the Proprietary Schools Board had officially refused to recommend renewal of NCMI's license. On that same day, NCBON sent a certified letter to Ms. McQueen directing her to immediately cease offering any NAII classes, courses, or clinical instruction. A true and accurate copy of this letter is attached as Attachment F.

17. On May 21, 2015, NCMI was closed in the NCBON electronic NAII Registry System. The system was also set to block any access from NCMI.

18. A search of the NAII Registry System revealed that between October 5, 2014, and May 14, 2015, fifty (50) original NAII entries were made using NCMI's credentials. NCMI's owner, Ms. McQueen, was included amongst these entries with an NAII listing date of January 20, 2015.

19. All of the fifty (50) original NAII entries on the NAII Registry that were entered between October 5, 2014, and May 14, 2015, used the RN license number and social security number of Ms. Williams.

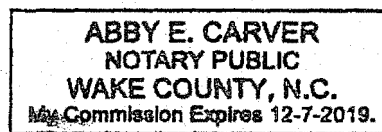
Loyce W. Roth  
Loyce W. Roth

Sworn to and subscribed before me

This the 23 day of September, 2015

Abby E. Carver  
(Signature of Notary Public)

Abby E. Carver  
(Printed Name of Notary Public)



My commission expires: 12/7/2019

# **ATTACHMENT A**

Peggy C. Walters, EdD, MSN, MED, NEA-BC  
Chair  
Sara A. Griffith, MSN, RN, PCCN  
Vice-Chair  
Julia L. George, RN, MSN, FRE  
Executive Director



P.O. Box 2129  
Raleigh, North Carolina 27602  
919.782.3211  
FAX 919.781.9461  
Nurse Aide II Registry 919.782.7499  
www.ncbon.com

### **APPROVAL LETTER**

June 12, 2014

Cheryl Williams  
CNA Health Courses  
114 Anderson St.  
Fayetteville, NC 28301

Dear Ms. Williams:

This letter is to inform you that the Nurse Aide II Training and Competency Evaluation Program you submitted has been approved and assigned an approval number:

**16071**

When corresponding with the Nurse Aide II Registry regarding your Nurse Aide II program, please be sure to include your program approval number.

The following are approved as clinical resources:

**Kings Wood Nursing Center, Aberdeen, NC**

The following have been approved as faculty:

**Cheryl Williams, RN (Program Coordinator and Program Director)**

Please note any change in the Nurse Aide II curriculum, class schedule, additional clinical facilities or additional faculty must be approved by the Board of Nursing in writing prior to implementation.

**Further, please be advised that students must be notified that they must submit online their application for initial listing within 30 days after completion of the Nurse Aide II program. The Program Coordinator must complete the online verification process before the students can register. Your program's user id is 16071 and the password is HeCr435.**

If you have any questions, or if you need additional information, please do not hesitate to contact me. My email address is [tammy@ncbon.com](mailto:tammy@ncbon.com) and my telephone is 919-782-3211 x281.

Sincerely,

Tammy Edelen  
Organizational Development Coordinator

# **ATTACHMENT B**



## Joyce Roth

---

**From:** Joyce Roth  
**Sent:** Thursday, June 12, 2014 4:56 PM  
**To:** Linda Burhans  
**Subject:** FW: Faculty Data Sheet

---

**From:** Tammy Edelen  
**Sent:** Thursday, June 12, 2014 1:00 PM  
**To:** Joyce Roth  
**Subject:** FW: Faculty Data Sheet

---

**From:** Antoinette McQueen [<mailto:cnahealthcourses@yahoo.com>]  
**Sent:** Thursday, June 12, 2014 12:01 PM  
**To:** Tammy Edelen  
**Subject:** Re: Faculty Data Sheet

I am not an RN, I am a BLS Health Care Provider and Heart Saver Instructor, and a Phlebotomy Instructor

On Thursday, June 12, 2014 11:14 AM, Tammy Edelen <[tammy@ncbon.com](mailto:tammy@ncbon.com)> wrote:

Are you an RN or do you hold any other listings or licensure?

---

**From:** Antoinette McQueen [<mailto:cnahealthcourses@yahoo.com>]  
**Sent:** Thursday, June 12, 2014 11:03 AM  
**To:** Tammy Edelen  
**Subject:** Re: Faculty Data Sheet

Hello, I am not teaching, my employee Ms. Cheryl Williams will be instructing in my facility

On Thursday, June 12, 2014 10:04 AM, Tammy Edelen <[tammy@ncbon.com](mailto:tammy@ncbon.com)> wrote:

Sherita,  
Can you send me your nursing license number and also we will need you to complete the faculty data sheet attached if you will be teaching in the Nail program. I could only find a faculty data sheet for Cheryl Williams.  
Once I receive this I can get this letter out to you.  
Thank you.

Tammy Edelen,  
Organizational Development Coordinator

# **ATTACHMENT C**

Peggy C. Walters, EdD, MSN, MEd, NEA-BC  
Chair  
Sara A. Griffith, MSN, RN, PCCN  
Vice-Chair  
Julia L. George, RN, MSN, FRE  
Executive Director



P.O. Box 2129  
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Nurse Aide II Registry 919.782.7499  
www.ncbon.com

### **APPROVAL LETTER**

June 12, 2014

Cheryl Williams  
CNA Health Courses  
114 Anderson St.  
Fayetteville, NC 28301

Dear Ms. Williams:

This letter is to inform you that the Nurse Aide II Training and Competency Evaluation Program you submitted has been approved and assigned an approval number:

**16071**

When corresponding with the Nurse Aide II Registry regarding your Nurse Aide II program, please be sure to include your program approval number.

The following are approved as clinical resources:

**Kings Wood Nursing Center, Aberdeen, NC**

The following have been approved as faculty:

**Cheryl Williams, RN (Program Coordinator and Program Director)**

Please note any change in the Nurse Aide II curriculum, class schedule, additional clinical facilities or additional faculty must be approved by the Board of Nursing in writing prior to implementation.

**Further, please be advised that students must be notified that they must submit online their application for initial listing within 30 days after completion of the Nurse Aide II program. The Program Coordinator must complete the online verification process before the students can register. Your program's user id is 16071 and the password is HeCr435.**

If you have any questions, or if you need additional information, please do not hesitate to contact me. My email address is [tammy@ncbon.com](mailto:tammy@ncbon.com) and my telephone is 919-782-3211 x281.

Sincerely,

Tammy Edelen  
Organizational Development Coordinator

# **ATTACHMENT D**

## Joyce Roth

---

**From:** Antoinette McQueen <cnahealthcourses@yahoo.com>  
**Sent:** Monday, October 20, 2014 3:12 PM  
**To:** Joyce Roth  
**Subject:** Re: Information Needed  
**Attachments:** CHC Faculty Form.doc; Joni McFayden Resume.docx; NA II In Class Schedule.docx

**Follow Up Flag:** Flag for follow up  
**Flag Status:** Flagged

Hello Ms. Joyce,

Based on the advertising add on craigslist the schedule is a 7 week course Mon-tues-thurs- and fri for any make ups. What was sent to you is an updated schedule for up coming classes and we will have everything updated this week. We have had a meeting this morning with the clinical site @10am for updated clinical rotations for our students and I sent that to you in the last email and I will send that to you again to be sure. As for clinicals, we had made an agreement with Ms. Susan Sloop DON of kingswood nursing center and a clinical schedule and after approval and class scheduled we were told that Ms. Susan was no longer there and there was a new DON Ms. Wendy and Mr. Marvin which we manage to meet and have had an update orientation. We had a rough start with our first class and we have only had one class. Ms. Cheryl Williams is our Nurse Aide instructor and we are replacing her as Program Coordinator. I have emailed a request to Ms. Tammy and she helped me and sent me document to be completed for process. Ms. Joni McFayden, RN 21yrs exp. and that applies to all qualifications will be on board with us. After having a rough start with our first class it has come to our attentions that we were told that Ms. Williams was not complying with regulations. After clinicals I was informed that students did not reach the amount of schedule and clinicals and we have informed the site that she will not be returning. Clinical schedule for 2014 is supposed to be Wednesdays and Saturdays. I am attaching all documents requested if there is anything else needed please let me know, Thank you Ms. Joyce!

Students:

Danielle Jordan 252-368-1050  
Shaneshia Dawkins 910-336-0012  
Marcy Baldwin 910-885-4080  
Amber Crawford 910-723-0440  
Pamela Cornwell 828-404-9685

CNA-Health Courses  
114 Anderson St.  
Fayetteville, NC 28301  
(910)261-7110  
Ms. McQueen

On Monday, October 20, 2014 12:05 PM, Joyce Roth <[joycer@ncbon.com](mailto:joycer@ncbon.com)> wrote:

Good Afternoon, Antoinette,

I have seen the ad placed on Craig's List for a Nurse Aide II Course. Based on this ad, and the class schedule that you sent to me at my previous request, I now need the following information to assure compliance with the NAII program requirements:

1. A list of all of the instructors who have taught in any NAII program that you have offered. If you have also taught any portion of the class or clinical, I need to know that also.
2. Class and clinical schedules for all NAII courses that you have offered since your NCBON approval on June 12, 2014.
3. A list and contact information for all NAII students who have attended classes that you have offered.

Thank you for your prompt attention to this request.

Joyce

Joyce Roth, RN, MSN, NE-BC, SWP  
Associate Director Organizational Development

North Carolina Board of Nursing  
P.O. Box 2129  
Raleigh, NC 27602

Phone: (919) 782-3211 ext. 269  
Fax: (919) 781-9461

[joycer@ncbon.com](mailto:joycer@ncbon.com)

"Serving the Public Through Regulatory Excellence"

Email correspondence to and from this e-mail address may be subject to disclosure under the North Carolina Public Records Law, "NCGS. Chapter 132," Therefore, its content may be disclosed to Third Parties. Moreover, since this e-mail message was sent from the North Carolina Board of Nursing, it may contain confidential, privileged information intended solely for the addressee. Please do not read, copy, or disseminate it unless you are an addressee in either the "to" or "cc" lines, or have been given prior authorization. If you have received this e-mail in error please immediately notify the sender by replying to this email message and deleting it and any attachments from your system.

# **ATTACHMENT E**

## Joyce Roth

---

**From:** Antoinette McQueen <cnahealthcourses@yahoo.com>  
**Sent:** Monday, January 12, 2015 2:19 PM  
**To:** Joyce Roth  
**Subject:** Re: CNA Health Courses  
**Attachments:** IMG\_20150112\_0001.pdf

Hello and thank you for the information, I and our staff is going to view and go over the information and we also need approval from you with one more faculty that we need on board with us, faculty data sheet is attached. I have read through 1-5 and I understand all information provided. I am also going to gather a staff meeting to go over the information. We appreciate you working with us, Thank you

CNA- Health Courses  
114 Anderson St.  
Fayetteville, NC 28301  
(910)261-7110

On Monday, January 12, 2015 1:21 PM, Joyce Roth <[joycer@ncbon.com](mailto:joycer@ncbon.com)> wrote:

Good Afternoon; Antoinette,

I have had a chance to review all of the information that you submitted to the Board about the CNA Health Courses NAII Program. I am sending this email for several reasons identified below, and ask that you respond that you have received it and understand the requirements outlined in the email.

1. Joni Lynn McFayden is approved as a NAII Instructor for the CNA Health Courses NAII program. Please be advised that at this time she is the **only** approved NAII Instructor for your NAII classes. No other person may plan the course, or teach any portion of class, lab, or clinical without prior approval from the North Carolina Board of Nursing. Just a reminder - since you do not hold a Registered Nurse license, you are not qualified to teach any aspect of the course at any time. Doing so would be a violation of NCBON Rules and would place the program approval in jeopardy.
2. You are **not** approved to offer any part of this course on line at this time. Once the course has been offered in compliance with the NCBON Rules for a period of time, an online portion may be considered. You **may not** offer any portion of the course online until specific approval has been granted to do so.
3. The list of NAII program graduates that you submitted does not fully coincide with the listing in the NCBON NAII Registry. Please clarify if Kerendal Alford and Alpha Graham attended and successfully completed the NAII program at CNA Health Courses, and if so, why they were not included in the list that you submitted to NCBON upon our request to you.
4. Class time and clinical time appear to be scheduled simultaneously on Wednesdays on the schedules that you have submitted. This will not meet the specified class/clinical hours for the course. Please submit a new schedule that will meet all of the requirements prior to offering your next NAII course.
5. In order to validate compliance with the NCBON NAII Rules, you must submit the following information to me **prior to** each course offering until further notice:
  - a. any advertising that you do for the course
  - b. the course classroom and clinical locations



- c. the instructor planning and teaching all aspects of the course
- d. the course class and clinical schedule
- e. a list of the students enrolled in the course

At the completion of the course, you must submit to me a list of the NAI students who successfully completed the course within one week of the course completion.

I look forward to working with you to clarify any questions that you have so that you can consistently offer NAI programs in compliance with the NCBON Rules for NAI programs.  
Joyce

Joyce Roth, RN, MSN, NE-BC, SWP  
Associate Director Organizational Development

North Carolina Board of Nursing  
P.O. Box 2129  
Raleigh, NC 27602

Phone: (919) 782-3211 ext. 269  
Fax: (919) 781-9461

[joycer@ncbon.com](mailto:joycer@ncbon.com)

"Serving the Public Through Regulatory Excellence"

Email correspondence to and from this e-mail address may be subject to disclosure under the North Carolina Public Records Law, "NCGS. Chapter 132," Therefore, its content may be disclosed to Third Parties. Moreover, since this e-mail message was sent from the North Carolina Board of Nursing, it may contain confidential, privileged information intended solely for the addressee. Please do not read, copy, or disseminate it unless you are an addressee in either the "to" or "cc" lines, or have been given prior authorization. If you have received this e-mail in error please immediately notify the sender by replying to this email message and deleting it and any attachments from your system.

# NC BOARD OF NURSING

P.O. Box 2129  
Raleigh, North Carolina 27602  
919.782.3211  
FAX 919.781.9461  
Nurse Aide II Registry 919.782.7499  
www.ncbon.com

## NURSE AIDE II

### FACULTY DATA SHEET

Organization :

CNA-Health Courses

Street :

114 Anderson St.

City :

Fayetteville NC 28301

Telephone Number :

(910) 261-7110

Program Coordinator :

Samantha Chavis

Program Approval

Number(s) :

Program Approval

Number(s) :

Name (As on RN license) :

Samantha Chavis

Certificate # 161710

Social Security # 241-357-4719

Dates of Employment

(at least two years of direct patient care as a Registered Nurse)

Mo/Yr to Mo/Yr

Place of Employment

06/14 - 08/14

Faststaff agency

06/12 - present

Trinity Staffing Group

Describe experiences teaching adult learners: Instructor of TNCC, Clinical Instructor  
for Nursing students

Title:

PLEASE CHECK THE APPROPRIATE TITLE

☐ Program Coordinator

☐ Program Director

☒ Faculty

OFFICE USE ONLY

VERIFIED BY:

DATE

TOTAL MONTHS:

# **ATTACHMENT F**

Martha Ann Harrell, Public Member  
*Chair*  
Jacqueline F. Ring, RN, MBA, MHA  
*Vice-Chair*  
Julia L. George, RN, MSN, FRE  
*Executive Director*



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Raleigh, North Carolina 27602  
919.782.3211  
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Nurse Aide II Registry 919.782.7499  
[www.ncbon.com](http://www.ncbon.com)

May 20, 2015

Sherita McQueen, Director  
North Carolina Medical Institute (formerly CAN-Health Courses)  
114 ½ Anderson Street  
Fayetteville, NC 28301

Dear Ms. McQueen:

The North Carolina Board of Nursing (NCBON) has been notified by Scott Corl, Executive Officer in the Office of Proprietary Schools, North Carolina Community College System (NCCCS), that the State Board of Proprietary Schools refused to recommend your school for license renewal when it met on Friday, May 8, 2015. Therefore, your current proprietary school license will be null and void effective June 30, 2015.

Based on this information, I am notifying you that **you may not offer any NAI classes, courses, and clinical instruction effective immediately.**

You must notify me in writing no later than June 1, 2015 that you have received this notification; that you will cease all NAI classroom and clinical instruction; and identify your plan for permanent storage of student records.

Should you obtain a proprietary school license in the future and wish to offer NAI classes and clinical instruction, you must submit a new NA II Program Application which includes a copy of your proprietary school license and a written request to resume your NAI program. This letter must include a description of the changes implemented to bring you into full compliance with Office of Proprietary Schools, NCCCS and NCBON laws and rules. You must obtain NCBON approval to offer NAI classes and clinical instruction **prior to** resuming your NAI program.

Sincerely,

A handwritten signature in cursive script that reads "Linda D. Burhans".

Linda D. Burhans, RN, PhD  
Associate Executive Director  
Practice, Regulation, and Education  
[lburchans@ncbon.com](mailto:lburchans@ncbon.com)

Cc: Julie George  
Joyce Roth  
Tammy Edelen  
Scott Corl  
Kathy Turner

STATE OF NORTH CAROLINA, *ex rel.*  
ROY COOPER ATTORNEY GENERAL

v.

NORTH CAROLINA MEDICAL INSTITUTE; and SHERITA ANTOINETTE  
MCQUEEN, individually and in her capacity as owner and president of NORTH  
CAROLINA MEDICAL INSTITUTE

# Exhibit 2

STATE OF NORTH CAROLINA

COUNTY OF WAKE

AFFIDAVIT OF SCOTT J. CORL

I, Scott J. Corl, being first sworn, do hereby depose and say:

1. I am employed by the North Carolina Community College System, Office of Proprietary Schools ("OPS"). My official title is Executive Director. I serve the North Carolina State Board of Proprietary Schools ("NCBOPS") and oversee the licensing and regulation of proprietary schools in North Carolina. As defined by N.C. Gen. Stat. § 115D-87(b), proprietary schools are for-profit entities that offer vocational instruction that does not result in a degree.

2. I have direct knowledge of the following facts, or have conducted reasonably diligent investigation so that I believe such to be true.

3. On August 15, 2014, the State Board of Community Colleges approved North Carolina Medical Institute ("NCMI") (at that time known as CNA Health Courses) for initial proprietary school licensing. NCMI was licensed to offer two (2) programs: Phlebotomy and Nurse Aide II ("NAII"). The NAII curriculum, instructors, coordinator, and clinical site for NCMI were approved by the North Carolina Board of Nursing ("NCBON").

4. On October 31, 2014, Rasheeda McAllister, Program Auditor, OPS, conducted an announced regular audit of NCMI. Ms. McAllister's audit identified several compliance issues, including but not limited to: advertising of unlicensed programs, substandard instructional materials, incomplete academic records, and incomplete faculty files.

5. On or about November 12, 2014, Ms. McAllister issued her audit findings, along with detailed corrective measures, to the owner of NCMI, Sherita McQueen. A true and accurate copy of the audit is included herein as Attachment A. Ms. McAllister subsequently established a mentoring opportunity for Ms. McQueen with an experienced proprietary school director, and advised Ms. McQueen that a follow-up audit would take place in the spring.

6. In or around March 2015, as required by statute, NCMI filed a timely application to renew its proprietary school license for fiscal year 2015-16.

7. NCMI also submitted a request for OPS to approve several new programs: Medical Assisting; Medical Billing and Coding; and EKG. On March 31, 2015, after reviewing the documents submitted by NCMI, I advised Ms. McQueen via email that OPS could not approve those programs due to several deficiencies. A true and accurate copy of the March 31, 2015 letter I sent Ms. McQueen is included herein as Attachment B (attachments to letter excluded for length).

8. On or about April 27, 2015, Ms. McAllister began preparing for the follow-up audit. During her preparation, Ms. McAllister again discovered advertising for numerous unlicensed programs by NCMI. After Ms. McAllister shared her findings and concerns with me, we began taking a deeper look at NCMI's practices.

9. On April 30, 2015, Ms. McAllister and I met with Ms. McQueen for several hours at the NCMI facility in Fayetteville, NC. During that meeting, I presented Ms. McQueen with evidence that OPS had compiled that indicated NCMI had violated North Carolina's Proprietary Schools law by, *inter alia*: offering numerous unlicensed medical courses that should have been licensed by the State Board of Community Colleges; advertising those unlicensed classes; failure to have all instructors approved by OPS; and submitting false or misleading information about NCMI's programs as a part of its license renewal application. At that meeting we also confronted Ms. McQueen about potential violations of Federal law related to her teaching the NAIL program despite not being certified or qualified to do so. Ms. McQueen gave us various explanations for our concerns, which we then began corroborating.

10. The same day as our meeting with Ms. McQueen, I called Cheryl Williams – the NAIL instructor of record for NCMI – to corroborate the facts Ms. McQueen had provided us. During that interview, Ms. Williams informed me that she had terminated her relationship with NCMI over six months earlier, around October 2014. Upon learning this, I immediately advised Ms. McQueen via phone and email to cease any and all instruction licensed by the State Board of Community Colleges.

11. Since May 1, 2015, I have directed OPS's investigation into NCMI, which included interviewing several students and people identified by Ms. McQueen as NCMI instructors. On May 8, 2015, I presented the results of this investigation to the SBOPS, along with a recommendation to deny NCMI's license renewal. At that meeting, the SBOPS unanimously refused to recommend NCMI for license renewal.

12. On May 11, 2015, I again advised Ms. McQueen to immediately cease all instruction licensed by the State Board of Community Colleges after I discovered several Craigslist postings for Phlebotomy and Nurse Aide II courses offered by NCMI. A true and accurate copy of this email chain is included herein as Attachment C.

13. On May 14, 2015, pursuant to 2B SBCCC 100.2(b), OPS sent Ms. McQueen the Notice of Refusal to Recommend Proprietary License Renewal via U.S. certified mail and email, which contained a summary of OPS's investigation and findings related to NCMI. A true and accurate copy of this Notice of Refusal is included herein as Attachment D. In that Notice, I advised Ms. McQueen and NCMI of their 10-day right to respond to the Notice's contents. Though the Notice was sent to Ms. McQueen at NCMI's physical address, it was recently returned as "unclaimed."

14. On June 30, 2015, NCMI's proprietary school license expired by statute.

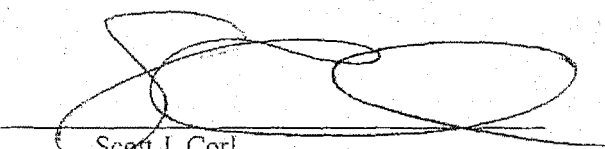
15. In July 2015, the OPS received a signed statement from a former NCMI student which identified Ms. McQueen as the instructor of a one-day NA II class the student attended. A true and accurate copy of the signed statement is included herein as Attachment E.

16. On July 22, 2015, I was copied on correspondence between the General Counsel of the North Carolina Community College System and Ms. McQueen notifying her of NCMI's right to contest the SBCC's refusal to renew NCMI's license. A true and accurate copy of that letter is included herein as Attachment F. I am aware that neither Ms. McQueen nor NCMI contested the SBCC's decision.

17. As recently as August 18, 2015, I have searched for and discovered advertisements on Craigslist for educational programs offered by NCMI that should be state-licensed. I have also been to NCMI's website ([www.ncmedinstitute.com](http://www.ncmedinstitute.com)) on numerous occasions since NCMI's license expired. I have

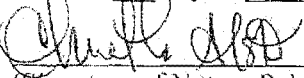


found several programs advertised by NCMI on its website that should be licensed, but are not. The website indicates schedules for these programs for August, September, and October 2015.

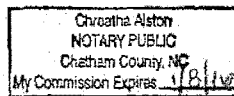
  
\_\_\_\_\_  
Scott J. Corl

Sworn to and subscribed before me

This the 18 day of September 2015

  
\_\_\_\_\_  
(Signature of Notary Public)

CHRETHA ALSTON  
\_\_\_\_\_  
(Printed Name of Notary Public)



My commission expires: 1/8/16

# **ATTACHMENT A**



**NORTH CAROLINA COMMUNITY COLLEGE SYSTEM**

*Dr. R. Scott Ralls, President*

November 12, 2014

VIA EMAIL

Sherita McQueen, Director  
CNA-Health Courses  
P.O. Box 26015  
Fayetteville, NC 28314

Dear Ms. McQueen:

Enclosed you will find the final audit report for CNA-Health Courses, prepared by the Office of Proprietary Schools.

In the event of any findings, you have 30 days to respond, in writing, to any concerns cited in the report. Otherwise, the report will become final, as is, and become part of your school file.

Thank you for cooperating with the Office of Proprietary Schools during the course of the audit. Please feel free to contact me at (919) 807-7149, if you have questions concerning the report.

Sincerely,

Rasheeda McAllister  
Program Auditor  
Office of Proprietary Schools  
[mcallister@nccommunitycolleges.edu](mailto:mcallister@nccommunitycolleges.edu)

Attachment



## **NORTH CAROLINA COMMUNITY COLLEGE SYSTEM**

*Dr. R. Scott Ralls, President*

### **Office of Proprietary Schools**

**Final Audit Report for: CNA-Health Courses**

**Audit Conducted: October 31, 2014**

### **AUDIT METHODOLOGY**

A program audit was conducted at CNA-Health Courses by the Office of Proprietary Schools. The audit conducted was to review school compliance of the criteria set forth in Article 8, Chapter 115 D of the North Carolina General Statutes. If disagreement exists or if there are any concerns, the school may submit a written response within 30 days of receipt of this audit report.

The scope of the audit included a review of the school catalog, a sample of student academic and financial account records, instructor and staff records, course and curriculum design, school financial statements, bond calculations, advertising methods, and school facilities and equipment.

### **FINDINGS SUMMARY**

Based on the site review, five (5) areas of concern were noted and are discussed on the pages that follow.

School catalog, instructional materials, instructor files, student records, both academic and financial, need consistency and order. The director will be required to visit another licensed proprietary school in her area to view their record keeping systems and processes. Follow up information will be sent to the director regarding the name and contact information of the proprietary school in which you will visit.

The cooperation of the director and staff during the course of the audit was greatly appreciated.



## NORTH CAROLINA COMMUNITY COLLEGE SYSTEM

*Dr. R. Scott Ralls, President*

CNA-Health Courses

Page 2

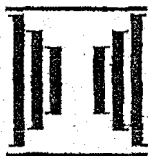
### AUDIT FINDINGS

Finding (1): The school catalog does not comply with the requirements of the statute.

Reference: § 115D-90

The school bulletin shall contain the following information:

- a. Identifying data, such as volume number and date of publication.
- b. Names of the institution and its governing body, officials and faculty.
- c. A calendar of the institution showing legal holidays, beginning and ending date of each quarter, term or semester, and other important dates.
- d. Institution's policy and regulations relative to leave, absences, class cuts, make-up work, tardiness and interruptions for unsatisfactory attendance.
- e. Institution's policy and regulations on enrollment with respect to enrollment dates and specific entrance requirements for each course.
- f. Institution's policy and regulations relative to standards of progress required of the student by the institution. This policy will define the grading system of the institution; the minimum grades considered satisfactory; conditions for interruption for unsatisfactory grades or progress and description of the probationary period, if any, allowed by the institution; and conditions of reentrance for those students dismissed for unsatisfactory progress. A statement will be made regarding progress records kept by the institution and furnished the student.
- g. Institution's policy and regulations relating to student conduct and conditions for dismissal for unsatisfactory conduct.
- h. Detailed schedule for fees, charges for tuition, books, supplies, tools, student activities, laboratory fees, service charges, rentals, deposits, and all other charges.
- i. Policy and regulations of the institution relative to the refund of the unused portion of tuition, fees and other charges in the event the student does not enter the course or withdraws or is discontinued therefrom. The policy and regulations shall provide for, at a minimum, a full refund if a student withdraws before the first day of class or the school cancels the class and a seventy-five percent (75%) refund if the student withdraws within the first twenty-five percent (25%) of the period of enrollment for which the student was charged.
- j. A description of the available space, facilities and equipment.



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- k. A course outline for each course for which approval is requested, showing:
  - 1. Subjects or units in the course,
  - 2. Type of skill to be learned, and
  - 3. Approximate (i) time; (ii) clock hours, and (iii) credit hours or credit hours equivalent, as appropriate, to be spent on each subject or unit.
- l. Policy and regulations of the institution relative to granting credit for previous educational training.

**Recommendation:** School will revise the catalog to comply with the statute above. Each bulleted item must be included in the catalog. A copy of the revised catalog must be forwarded to the Office of Proprietary Schools.

**Finding (2):** The school does not maintain administration and faculty files. These files should contain administration and faculty report forms for each employee, as well as, approval letters, qualifications, transcripts, resumes, certifications, etc.

**Reference:** 2A SBCCC 400.1 Administration

- (a) One person shall be designated as the chief administrator of the school or branch thereof. The chief administrator shall be qualified in accordance with the requirements listed in Paragraph (c) of this Rule.
- (b) The chief administrator is defined as the person directly responsible for the school's program, the methods of instruction, the employment of instructors, the organization of classes, the maintenance of the school plant and the equipment, the advertising used, and the maintenance of proper administrative records and all other procedures related to the administration of the school or class.
- (c) The chief administrator shall have the following qualifications:
  - (1) Be a person of good moral character;
  - (2) Be a graduate of an accredited college or university accredited by an agency that is recognized by the U.S. Department of Education; and,
  - (3) Have the experience, competency, and capacity to lead the school.
- (d) Chief administrators and other administrative personnel who possess qualifications which are equivalent to the requirements prescribed herein for chief administrators may be approved individually by the North Carolina Community College System President or designee.



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### 2A SBCCC 400.5 Faculty

- (a) An application for approval to teach in a licensed proprietary school shall be made on forms provided for this purpose. The application shall be filed with the Office of Proprietary Schools within 30 days of an instructor's beginning date.
- (b) An instructor shall be qualified by education or work experience background and must meet the following qualifications as minimum requirements:
  - (1) Be a person of good moral character;
  - (2) Be at least 18 years of age;
  - (3) Be a graduate of a college or university accredited by an agency that is recognized by the U.S. Department of Education, and hold at least an associate degree in a related field or meet the requirements of other occupational licensing, certification, or approval bodies requested to approve instructor adequacy
  - (4) Personnel who lack the educational requirement in Subsection (b)(3) above, but who are otherwise qualified based on relevant work experience, may be approved on an individual basis by the State Board of Proprietary Schools.

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**Recommendation:** School will create and maintain administration and faculty records for all current employees. These records shall be made available for review during the next audit.

**Finding (3):** Student records do not comply with the State Board Code. See requirements below.

### **Reference:** 2A SBCCC 400.11 Student Records

- (a) A school licensed under G.S. 115D, Article 8, shall maintain current, complete, and accurate records to show the following:
  - (1) An application for admission that includes the student's educational and personal background, age, and other personal characteristics.
  - (2) Progress and attendance including date entered, dates attended, subjects studied, and class schedule; this record shall be in a form which permits accurate preparation of transcripts of educational records for purpose of transfer and placement, providing reports to government services or agencies, or for such other purposes as the needs of the student might require. Such transcripts shall be in the form understandable by lay persons and educators alike. The grading system on such transcripts shall be explained on the transcript



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form. Subjects appearing on the transcripts shall be numbered or otherwise designated to indicate the subject matter covered.

(3) All student enrollment agreements shall include at a minimum, the program of study, program tuition and fees, date programs are to begin, time period covered by the tuition payment, and statement of or reference to the school's tuition refund policy.

(4) All student account ledgers shall include, at a minimum, monies owed and paid by each student, and refunds issued by the school.

(5) A copy of the student's high school transcript or certificate of high school equivalency; or a signed, notarized attestation of either graduation from a public or private high school that operates in compliance with State or local law, graduation from a state registered home high school, or receipt of a certificate of high school equivalency, if the student provides the school with written evidence of the student's inability to obtain a copy of the student's high school transcript or certificate of high school equivalency; or for persons at least 18 years old who did not graduate from a public, private, or state registered home high school or obtain a certificate of high school equivalency, demonstration of an ability to benefit as determined by any test instrument approved by the Department of Education.

(b) Records of students shall be open for inspection by properly authorized officials of the State Board of Community Colleges.

**Recommendation:** School will immediately take action to ensure that all student records are maintained in compliance with Code.

**Finding (4):** Advertising is not in compliance with the State Board Code. There are current advertisements on *Craig's List* for programs in which the school has not been licensed to offer. For example: Pharmacy Technology, EKG, and Medical Assistant. In addition, the school offers a CPR/First Aid course that has not been previously approved.

**Reference:** 2A SBCCC 400.3 Advertising

(a) A licensed school shall not advertise through any media that it offers courses that the school has not been licensed to offer.

(b) Printed catalogs, bulletins, or prospectus information shall be specific with respect to prerequisite training required for admission to the school courses, the curricula, the contents of courses, graduation requirements, tuition and other fees, refunds and allowances for withdrawals and unavoidable or extended absences.





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- (c) Schools shall not use any name, title, or other designation, by way of advertising or otherwise, that is misleading or deceptive as to character of the institution, or its influence in training and employment for students.
- (d) Schools shall not use a photograph, cut, engraving, or illustration in catalogs, sales literature, or otherwise in such a manner as to convey a false impression as to the size, importance, or location of the school's equipment.
- (e) Schools shall not use endorsements, commendations, or recommendations by students in favor of a school unless it is with the consent of the writer and without financial compensation or offer of financial compensation. These materials shall be kept on file by the school.
- (f) Schools shall publish tuition rates, payment methods, and refund policies in their catalogs or as a catalog addendum and shall not deviate from these rates and policies. All catalog addenda shall show an effective date and be readily available to the student.
- (g) Schools shall not make, cause, permit to be made, or publish any false, untrue, or deceptive statement or representation by way of advertising or otherwise concerning other proprietary schools or their activities in attempting to enroll students or concerning the character, nature, quality, value, or scope of any course of instruction or educational service offered or in any other material respect.
- (h) A school or class shall not solicit students to enroll by means of "blind" advertisements or advertisements in the "help wanted" or other employment columns of newspapers, publications, and Internet job banks.
- (i) Schools shall not make false, untrue, or deceptive statements of representatives regarding the opportunities in any vocation or field of activity as a result of the completion of any given course of instruction or educational service.
- (j) Advertisement shall not use salary-related terms or phrasing such as, "up to", "top", or "high salary".
- (k) Any salary claims shall show comparisons between local and national employment data and shall be for entry-level positions.
- (l) Any salary claims shall be documented and on file at the institution for public viewing.
- (m) Advertisements shall not offer promotions or special inducements to prospective students or enrollees.
- (n) Advertisements and school representatives shall not guarantee or imply positions or employment to prospective students.
- (o) If a licensed proprietary school, in any of its advertisements, printed materials or media, use the phrase or a similar phrase "Licensed by the North Carolina State Board of Community Colleges" then that phrase must be immediately succeeded by the following disclaimer: "The North Carolina State Board of Community Colleges is not an accrediting agency."



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**Recommendation:** The director will immediately remove any advertisements that include courses for which the school has not been licensed to offer. Also, the director will submit the appropriate forms for approval to add the CPR/First Aid course.

**Finding (5):** Although there were no classes in session during the time of audit, the director provided samples of instructional materials. The sample included books, handouts, test and quizzes. However, some of the information was misspelled or had incorrect wording. The materials did not appear to meet the standards required by the Community College System. Some of the student files were not complete, so it was difficult to review their classwork. I did not see evidence of clinical completion or practice sticks for the phlebotomy students. I was unable to review NA II files, because the other instructor had the files in her possession.

In addition, the director indicated there were several phlebotomy students who have completed the course but have not had the opportunity to take their certification test. The students finished several weeks ago, however the certifying agency requires a total of 15 students to register for the exam before they will come out and administer it. There are currently 6 or 7 students who have already paid and waiting to take the exam.

**Reference: 2A SBCCC 400.6 Facilities and Equipment**

(b) The equipment, supplies, and instructional materials of the school shall be satisfactory and adequate in type, quality, and amount, and shall be suitable for satisfactory use in administering the course or courses of instruction. They shall also meet all requirements of statutory provisions and local ordinances, and rules and regulations adopted thereunder in regard to fire, health, safety, and sanitation.

**2A SBCCC 400.8 Instructional Program**

(a) Schools shall not publish in their catalogs courses which they have not been licensed to offer. When a school is licensed to offer a course or program and enrolls students in the course or program, the school shall maintain sufficient and qualified faculty to teach all subjects required for completing the course or program during the time stipulated in the school's bulletin as the required time to complete the course or program and classes shall be scheduled so that the students will be able to receive instruction in all subjects for the number of instructional hours as advertised in the school's bulletin under which the students enrolled. When a school previously licensed to offer a course or program fails to maintain the qualifications for continuing the course or program, the course or program shall be removed from the catalog or stamped "not offered."



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**Recommendation:** Director will take the necessary steps to ensure all instructional material is adequate and suitable for satisfactory use in instructing courses. In addition, it is our expectation that the students who have completed their phlebotomy training and paid for the examination will have the opportunity to take the test within 30 days of receiving this report.

SUBMITTED BY: Rasheeda McAllister, Program Auditor  
Office of Proprietary Schools

Audit Date(s): October 31, 2014

# **ATTACHMENT B**



**NORTH CAROLINA COMMUNITY COLLEGE SYSTEM**

*R. Scott Ralls, Ph.D.*

*President*

March 31, 2015

VIA Email  
Sherita McQueen, Director  
CNA-Health Courses  
114 ½ Anderson Street  
Fayetteville, NC 28301

**Re: New Program Proposals**

Dear Ms. McQueen:

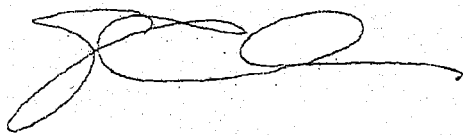
This letter is to address your recent submission for the following new programs: Medical Assisting, Billing and Coding and EKG.

Based on the documentation submitted, we are unable to approve your submissions. The following general comments are applicable to all new programs requested for licensing:

- Attachment A (Curriculum Model) – Each individual course or unit making up the new program should be listed. Measurements (Lecture/Lab/Total Hours) should be listed for each course.
- Attachment B (Course Descriptions and Objectives) – Each individual course or unit making up the new program should be listed. A description of each course (including any related lab work) along with specific learning outcomes (course objectives) must be provided for each course making up the program. The location, objectives and any specific hour requirements for clinical instruction should also be clearly identified.
- Attachment C (Prerequisites/Co) – Each individual course or unit making up the new program should be listed. Any pre- or co-requisites should be listed for each.
- Attachment E (Equipment) – Each individual course or unit making up the new program should be listed. Resources for each should be identified.
- Attachment F (Facilities) This should identify the courses or units that will be taught at the school as lecture and/or lab and those that will be taught at a clinical or outside setting. Any relevant agreements should be listed.
- Clinical Site Agreements – You should submit more than one clinical site partner.

Please revise and resubmit accordingly.

Regards,

A handwritten signature in black ink, appearing to be 'SCORL', with a long horizontal stroke extending to the right.

Scott Corl  
Executive Director  
Office of Proprietary Schools  
919-807-7061  
[corls@nccommunitycolleges.edu](mailto:corls@nccommunitycolleges.edu)

# **ATTACHMENT C**

**From:** Scott Corl  
**Sent:** Monday, May 11, 2015 5:31 PM  
**To:** cnahealthcourses@yahoo.com  
**Cc:** Scott Corl; Rasheeda McAllister  
**Subject:** FW: Notice To Immediately Cease All Instruction  
**Importance:** High

Ms. McQueen,

I left you another voicemail, but I will follow up in writing on my email from April 30, 2015.

**Immediately cease ANY AND ALL instruction licensed by the North Carolina State Board of Community Colleges. DO NOT enroll further students at this time.**  
**Immediately refund any and all students that have enrolled into your classes.**

The above directive was made clear in my April 30<sup>th</sup> email and voicemail to you, as well as from Ms. McAllister when she met with you on or about May 6, 2015. Today, I discovered advertisements on Craigslist for NA II and Phlebotomy and left you another voicemail and this email. Contact me immediately to discuss this issue.

Regards,

Scott Corl  
Executive Director  
Office of Proprietary Schools  
Phone: 919-807-7061  
Fax: 919-807-7169  
[corls@nccommunitycolleges.edu](mailto:corls@nccommunitycolleges.edu)

**From:** Scott Corl  
**Sent:** Thursday, April 30, 2015 8:16 PM  
**To:** [cnahealthcourses@yahoo.com](mailto:cnahealthcourses@yahoo.com)  
**Cc:** Scott Corl; Rasheeda McAllister  
**Subject:** Notice To Immediately Cease All Instruction  
**Importance:** High

Ms. McQueen,

You are hereby noticed to immediately cease any and all instruction licensed by the North Carolina State Board of Community Colleges. DO NOT enroll further students at this time.

Our office will contact you in the immediate future regarding a follow-up meeting early next week.



Regards,

Scott Corl  
Executive Director  
Office of Proprietary Schools  
Phone: 919-807-7061  
Fax: 919-807-7169  
[corls@nccommunitycolleges.edu](mailto:corls@nccommunitycolleges.edu)

E-mail correspondence to and from this address may be subject to the North Carolina Public Records Act and shall be disclosed to third parties when required by Chapter 132 of the North Carolina General Statutes.

# **ATTACHMENT D**

**NOTICE OF REFUSAL TO RECOMMEND**  
**PROPRIETARY LICENSE RENEWAL**

The North Carolina State Board of Proprietary Schools submits this Refusal to Recommend Proprietary License Renewal to the North Carolina State Board of Community Colleges, pursuant to Article III, Chapter 150B of the North Carolina General Statutes, and 2B SBCCC Subchapter 100.

Proprietary School: **NORTH CAROLINA MEDICAL INSTITUTE**  
**(formerly CNA-Health Courses)**  
114 ½ Anderson Street  
Fayetteville, NC 28301

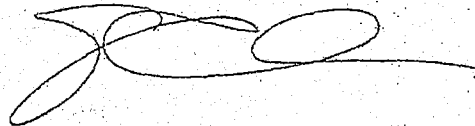
School Administrator: Sherita McQueen

A copy of this document as compiled has been presented to the following:

1. Chair of the North Carolina State Board of Proprietary Schools
2. NCCCS Executive Vice President
3. NCCCS General Counsel
4. NCCCS Director of Marketing and Public Affairs

A copy of this document as compiled has been presented to the Chief Administrator of the proprietary school at issue within five (5) business days of the license renewal recommendation of the State Board of Proprietary Schools. Service was made via email and certified mail to Sherita McQueen, Registered Agent for NCMI, as listed on the North Carolina Secretary of State Knowledge Base system.

Submitted this 14<sup>th</sup> day of May, 2015



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Scott Corl, Executive Director  
Office of Proprietary Schools

## **NOTICE OF REFUSAL TO RECOMMEND PROPRIETARY LICENSE RENEWAL**

The North Carolina State Board of Proprietary Schools submits this Refusal to Recommend Proprietary License Renewal to the North Carolina State Board of Community Colleges, pursuant to Article III, Chapter 150B of the North Carolina General Statutes, and 2B SBCCC Subchapter 100.

### **I. Statutory Authority**

Under Article 8, Chapter 115D of the North Carolina General Statutes, The State Board of Community Colleges ("SBCC") licenses proprietary schools upon the recommendation of the State Board of Proprietary Schools ("SBPS").

In accordance with N.C.G.S. 115D-93, a refusal to issue, refusal to renew, suspension of, or revocation of a proprietary license shall be made in accordance with Chapter 150B of the General Statutes. The State Board of Community Colleges Code provides due process through 2B SBCCC Subchapter 100.

### **II. Refusal to Recommend License Renewal**

North Carolina Medical Institute (hereafter "NCMI") was approved for initial proprietary school licensing on August 15, 2014. It was licensed to offer two programs: Phlebotomy and Nurse Aide II. The Nurse Aide II curriculum, instructors, coordinator and clinical site were approved by NCBON. As required by the State Board of Community Colleges Code, the school filed a timely application to renew its proprietary license for fiscal year July 1, 2015 - June 30, 2016. All required fees were paid and the school has a proper guarantee bond that is confirmed as current and active.

On October 31, 2014, Rasheeda McAllister (Auditor, Office of Proprietary Schools, herein "OPS") conducted an announced audit of NCMI. McAllister's audit identified several compliance issues, including but not limited to: academic records, faculty files, and advertising. McAllister issued her findings, along with detailed corrective measures, to the school's director, Sherita McQueen (hereafter "McQueen"), on or about November 12, 2014.

McAllister subsequently established a mentoring opportunity for McQueen with an experienced proprietary school director, and advised McQueen that a follow up audit would take place in the spring. On or about April 27, 2015, McAllister began preparing for the follow up audit. Upon review of internet advertisements on Craigslist, McAllister met with OPS Executive Director Scott Corl (hereafter "Corl") about her findings. McAllister advised McQueen she would need to meet with her at NCMI on April 30, 2015.

On April 30, 2015, Corl and McAllister met with McQueen at NCMI in Fayetteville, NC for approximately 2 and ½ hours. The following areas of noncompliance are alleged:

1. Violation of 115D-90(d) – *"Any license issued shall be restricted to the programs of instruction or courses or subjects specifically indicated in the application for a license. The holder of a license shall present a supplementary application as may be directed by the State Board of Proprietary Schools for approval of additional programs of instruction, courses, or subjects, in which it is desired to offer instruction during the effective period of the license."*

- McQueen confirmed that she was initially licensed to offer a 220-hour Phlebotomy program and a 180-hour Nurse Aide II program. McQueen also confirmed that she subsequently applied to have three additional programs: Medical Assisting, Billing & Coding and EKG.
  - Advertisement of Medical Assisting, Billing & Coding and EKG on webpage and online catalog:
    - McQueen identified NCMI's official website as www.ncmedinstitute.com. McQueen also confirmed receiving the attached letter dated March 31, 2015.
    - As discussed below, McQueen was presented with evidence that the programs were being advertised. McQueen initially claimed that she did not realize the programs were not approved, though she agreed that the language of the March 31<sup>st</sup> letter was unambiguous. McQueen next claimed that she "now understood that she was not authorized to offer or advertise the programs."
    - McQueen was directed and agreed to immediately remove the advertisements from her webpage and online catalog. However, as of May 11, 2015, the school's webpage continued to advertise these programs.
  - Unapproved programs advertised on Craigslist:
    - McQueen confirmed NCMI's phone number was 910-364-7213. She also identified her cell phone number. McQueen was then presented with the attached Craigslist advertisements.
    - Four (4) unlicensed programs were advertised at unapproved hours and costs:
      - "CNA Certifications" - \$150; 1-Day training
      - "Med Tech Certification" - \$85; 1-2 Days
      - "Pharmacy Technician Certification" - \$285; 1 week course with 1-Day option
      - "Billing & Coding Online Certification" - \$325; 1-Day option
    - 3 of the 4 programs identify NCMI by name; all provide the contact number 910-364-7213. Calling this number reaches the NCMI voicemail, or forwards to what McQueen identified as her personal cell number.
    - McQueen initially stated they "must be old ads." After confronted with the fact that the ads were posted on April 23, 2015, McQueen alleged they must "be old ads that automatically repost."
    - McQueen was asked to identify an individual named Michelle Pate (listed as the contact person on one ad). McQueen stated she was the office manager. McQueen then suggested Pate must have placed the ad without her knowledge, though she was unable to explain why Pate would do so on her own volition.
  - Unapproved programs on NCMI's website:
    - McQueen identified her school's official website as www.ncmedinstitute.com. McQueen was then presented with the attached pages of NCMI's website.
    - Several unlicensed programs are listed on NCMI's website:
      - "CPR & First Aid"
      - "Medical Assisting"
      - "Pharmacy Technician"
      - "EKG Technician"
      - "Billing & Coding Specialist"
      - "Medical Administration Assistant"
      - "Medical Laboratory Assistant"
      - "Electronic Health Record Specialist"
      - "Patient Care Technician"
    - McQueen stated that she operated a proprietary school in Georgia and that the unlicensed programs were for that school. McQueen provided a physical address

in Hinesville, Georgia as the location of the school and alleged that she drove to Georgia "once or twice a month" to teach at the Georgia school. McQueen specifically stated that she was licensed to offer vocational programs in Georgia. However, she could not identify the state licensing authority in Georgia and could not produce any evidence of state licensing in Georgia. McQueen was also unable to explain the absence of a Georgia location or contact number on NCMI's website.

- McQueen identified two individuals as instructors of the Georgia school. According to McQueen, the first instructor taught EKG and Patient Care Technician and the second instructor taught the Medical Administrative Assistant program.

- On April 30, 2015, OPS contacted the two instructors above. The first instructor stated that he taught Phlebotomy (not EKG or Patient Care Technician as McQueen stated) at the Georgia school, and on information and belief, this individual is a known associate of McQueen. The second instructor stated that he once knew McQueen, but he had lived in Texas since 2012, and never taught at a school owned by McQueen in Georgia.
- On May 5, 2015, OPS entered the physical location provided by McQueen for the Georgia school into Google Maps. The street view of this location shows the Liberty County Recreation Department. The phone number to this entity is found online. A call to this number reached an individual who stated that he worked for the Recreation Department for the last 30 years. He denied any knowledge of McQueen and stated that to his knowledge no proprietary school had, or was, operating out of that location.

2. Violation of 2A SBCCC 400.3 (a) – *"A licensed school shall not advertise through any media that it offers courses that the school has not been licensed to offer."*

- The allegations contained in Paragraph 1 above are restated and incorporated herein.

3. Violation of 2A SBCCC 400.5 (a) – *"An application for approval to teach in a licensed proprietary school shall be made on forms provided for this purpose. The application shall be filed with the Office of Proprietary Schools within 30 days of an instructor's beginning date."*

- McQueen confirmed that upon initial licensing, she was the approved instructor for Phlebotomy and Cheryl Williams was the approved Nurse Aide II instructor. McQueen also confirmed that she had to obtain OPS approval for new instructors.
- When asked to identify all faculty of the school, McQueen identified herself and Ms. Williams.
- McQueen was then asked to identify the following individuals:
  - Samantha Chavis. McQueen identified her as a nurse who applied to teach Nurse Aide II, but she was not yet hired by the school.
  - Nora Bobonis. McQueen initially stated she did not know Ms. Bobbins.
  - Dalrene Isom. McQueen initially stated that she did not know Ms. Isom.
- McQueen was then presented with a copy of the online catalog, identifying Ms. Chavis as CEO and administrator of NCMI, Ms. Bobonis as Nurse Aide I instructor and Ms. Isom as a paralegal/secretary. McQueen stated she had no knowledge these individuals were in the online

catalog. She further stated that Bobonis and Chavis were not employed at the school and that Isom was a part-time secretary. She then clarified that Chavis applied to be an instructor and she "was in the process of getting approval from BON," though she was unable to produce any evidence she was seeking such approval.

- McQueen was again asked to identify all instructors of the school. McQueen then identified two additional individuals. McQueen identified an individual named Joni McFayden as a Nurse Aide II instructor that had been approved by BON—though McQueen stated McFayden had not started teaching yet. McQueen did not submit Ms. McFayden to OPS, and was not able to produce a NC BON approval letter. McQueen also identified an individual named Gayle Ray, who was not submitted for approval with OPS.
  - On May 1, 2015, OPS contacted Ray and Bobonis. Ray stated that she was hired as a part-time instructor (teaching at least twice at the school) for Phlebotomy in or about November, 2014. Bobonis alleged that she responded to a Craigslist advertisement for a Nurse Aide I position, but she was never employed at NCMI. She further alleged that in or about January, 2015, she waited at the school to be interviewed, "while McQueen taught a Nurse Aide course." McQueen is not a registered nurse and is not approved to teach Nurse Aide.

4. Violation of 115D-93(c)(7) "... The State Board, acting by and through the State Board of Proprietary Schools, shall have the power to refuse to issue or renew any such license and to suspend or revoke any such license theretofore issued in case it finds one or more of the following: ...

*That the licensee is employing teachers, supervisors or administrators who have not been approved by the State Board, acting by and through the State Board of Proprietary Schools."*

- The allegations contained in Paragraphs 1-3 above are restated and incorporated herein.

5. Violation of 115D-93(c)(2) "... The State Board, acting by and through the State Board of Proprietary Schools, shall have the power to refuse to issue or renew any such license and to suspend or revoke any such license theretofore issued in case it finds one or more of the following: ...

*That the applicant for or holder of such a license has knowingly presented to the State Board of Community Colleges false or misleading information relating to approval or license."*

- McQueen was presented with a copy of NCMI's 2015-16 license renewal application. The application was submitted to OPS in or about March 15, 2015.
  - McQueen confirmed that NCMI's renewal application requests license renewal for the two programs initially licensed: a 220-hour Phlebotomy program and a 180-hour Nurse Aide II program.
  - McQueen confirmed that Checklist Item #11 in the renewal application (Current Faculty) and the catalog submitted under Checklist Item #6 identify two school faculty: Ms. McQueen and Cheryl Williams. McQueen also confirmed that no additional faculty or instructors were requested for approval in the renewal application.
- NCMI's license renewal catalog does not include the unlicensed and unapproved programs being advertised, and on information and belief, offered by the school.
- The license renewal catalog identifies Cheryl Williams as the Nurse Aide II coordinator and instructor. McQueen stated that Williams was the NA II coordinator/ instructor when McAllister audited the school in October, 2014. McQueen also stated that Williams was the NA II coordinator/instructor during the in-person interview on April 30, 2015.
  - On April 30, 2015, OPS contacted Williams, who stated that she terminated employment with NCMI in Fall, 2014, shortly after it was initially licensed. McQueen failed to report this to OPS as required.

6. **Possible Violation of Federal Laws related to Nurse Aide II** – During the in-person meeting on April 30, 2015, McQueen stated that Cheryl Williams was employed as the Nurse Aide II coordinator and instructor of NCML. Williams is also listed as the Nurse Aide II instructor in the school's license renewal submission. McQueen stated that the next Nurse Aide II program "would begin May 11, 2015" and that the last class "finished up earlier this year (2015)." McQueen produced the records of four students who completed the most recent Nurse Aide II program. McQueen was unable to explain why the four student files failed to contain any skills checklists.

- OPS subsequently conducted a telephonic interview with Ms. Williams (also on April 30<sup>th</sup>), who stated that she terminated employment with NCML in Fall, 2014, shortly after it was initially licensed. The Executive Director of the Office of Proprietary Schools immediately advised McQueen to cease all instruction licensed by the North Carolina Community College Board.
- On May 1, 2015, OPS conducted telephonic interviews with two of the students:
  - One student alleged that she took a "one-on-one, 2-day fast-track NA II program" in or about February, 2015. The physical description provided by this student of her instructor matches McQueen. This student appears to have been listed on the NA II Registry in or about February, 2015.
  - A second student stated that she took a "3 to 4-week NA II course" in or about February, 2015. This student, who also appears to have been listed on the Registry in or about February, 2015, specifically identified McQueen as her instructor.
  - As stated herein, OPS also contacted potential instructor Bobonis, who alleged that in or about January, 2015, she waited at the school to be interviewed, "while McQueen taught a Nurse Aide course." McQueen is not a registered nurse and is not approved to teach Nurse Aide.

Based on the above, there is evidence of possible violations of federal laws involving the Nurse Aide II program offered at North Carolina Medical Institute. It is specifically alleged that:

- Some portion of Nurse Aide II classroom instruction was conducted by school administrator Sherita McQueen, an unqualified instructor;
  - Some portion of Nurse Aide II lab work was conducted by school administrator Sherita McQueen, an unqualified instructor;
  - Some Nurse Aide II students and/or classes were taken to clinical sites by school administrator Sherita McQueen, an unqualified instructor; and
  - The total hours of instruction failed to meet federal requirements for the Nurse Aide II program in question.
- OPS requested that McQueen turn over all Nurse Aide II student files in the school's possession. On May 6, 2015, McQueen turned over a total of 4 files. Two were files OPS reviewed during the April 30<sup>th</sup> in-person interview. The other two files were not previously reviewed by OPS. When asked about the other two student files reviewed during the in-person interview, McQueen alleged that OPS must have taken them at the April 30<sup>th</sup> meeting (OPS did not).

The allegations identified above were supported by information collected before and during the April 30, 2015 meeting with Sherita McQueen, subsequent interviews with the approved Nurse Aide II instructor and Nurse Aide II students, discrepancies in student records, as well as interviews with various other individuals provided directly or indirectly by McQueen.



- April 30, 2015: Immediately upon interviewing Williams, Corl advised McQueen to immediately cease any and all instruction licensed by the State Board of Community Colleges.
- On May 8, 2015, the State Board of Proprietary Schools met as regularly scheduled to consider proprietary applications for licensure for fiscal year July 1, 2015 – June 30, 2016. By unanimous vote, the State Board of Proprietary Schools refused to recommend North Carolina Medical Institute for license renewal for fiscal year July 1, 2015 – June 30, 2016.
- On information and belief, McQueen has not stopped offering instruction at her school. On May 11, 2015, OPS discovered the attached Craigslist postings for Phlebotomy and Nurse Aide II. The postings appear to have been made on or about May 5, 2015—after McQueen was advised to immediately cease all instruction licensed by the State Board of Community Colleges.

### III. Timeline

- April 27, 2015 – Executive Director and Program Auditor met to discuss follow up audit of NCMI, and advertisements found on Craigslist.
- April 30, 2015 – Investigation Initiation:
  - OPS conducts 2 ½ -hour interview with Sherita McQueen at NCMI in Fayetteville, NC.
  - Instructor of alleged school in Georgia interviewed by telephone. McQueen stated this individual taught EKG and Patient Care at the Georgia school location. This individual instead stated he taught Phlebotomy at the Georgia school. On information and belief, this individual is a known acquaintance of McQueen.
  - The second alleged instructor of the Georgia school was interviewed by telephone. McQueen stated this individual taught Medical Administrative Assistant at the Georgia school location. This individual stated he was retired military and knew McQueen because he was stationed in Fayetteville for approximately a year. This individual stated that he moved to Texas in 2012, and that he never taught for McQueen at any school—in Georgia, or anywhere else.
  - Cheryl Williams was interviewed by telephone. Williams stated that she terminated employment with NCMI in the fall of 2014, and denied teaching any Nurse Aide II programs at the school since that time.
  - McQueen was advised to immediately cease all instruction licensed and approved by the Community College Board.
- May 1, 2015 –Present: Continued Investigation
  - May 1, 2015: OPS interviews three students via telephone:
    - Student 1 stated that she took a “2-day Fast-Track” Nurse Aide II program at the school in February, 2015. This student provided a physical description of her instructor that matched McQueen. The student alleged the first day of instruction covered NA II and the second day covered CPR. This student appears to have been listed on the Registry in or about February, 2015.
    - Student 2 stated that she took a “3-4 week” Nurse Aide II program at the school in or about February, 2015. This student identified McQueen as her instructor, and described a “mixed” class in which 2 students were doing NA II and a few others were doing Phlebotomy. This student stated that McQueen conducted the lecture and lab portion of the

program and denied completing a clinical. The student appears to have been listed on the Registry in or about February, 2015.

o Student 3 stated that she enrolled in a "refresher" Phlebotomy program at the school in or about February, 2015. This student identified her instructor as Michelle Pate. During the March 30, 2015 in-person interview, McQueen identified Pate as the office manager. This individual stated that she was told she could take the program online because she lived far from the school. The student stated that course work was sent via email; that she completed and submitted the assigned work; but never received any feedback from the school. The student stated that she received a certificate of completion in the mail without conducting any sticks.

- May 5, 2015: The physical location provided by McQueen for the Georgia school was entered into Google Maps. The street view of this shows the location of the Liberty County Recreation Department. The phone number to this entity is found online. A call to this number reached an individual who stated he worked for the entity for the last 30 years. He denied any knowledge of McQueen and stated that to his knowledge no proprietary school had, or was, operating out of that location.
- May 6, 2015: McQueen turns over 4 Nurse Aide II student files to OPS. At least 2 student files (reviewed by OPS during the in-person interview on March 30<sup>th</sup>) were missing.
- May 8, 2015: By unanimous vote, the State Board of Proprietary Schools refuses to recommend North Carolina Medical Institute for proprietary school license renewal for the July 1, 2015 – June 30, 2016 licensing year.
- May 11, 2015: OPS reviews and confirms that NCMI's webpage continues to advertise unlicensed programs. OPS also discovers new Craigslist ads for Phlebotomy and Nurse Aide II. The ads appear to have been posted on May 5, 2015. **McQueen was again advised to immediately cease any and all instruction licensed by the Community College Board via voicemail and email.**

#### IV. Attachments

1. March 31, 2015 letter from OPS to McQueen.
2. Craigslist ads posted on April 23, 2015 for the following:
  - "CNA Certifications"
  - "Med Tech Certification"
  - "Pharmacy Technician Certification 1 week course"
  - "Billing & Coding Online Certification"
3. North Carolina Medical Institute webpages: Homepage/Programs/Tuition/Contact
4. Craigslist ads posted on or about May 5, 2015 for the following:
  - "Phlebotomy Technician Certification"
  - "CNA 2 Certification"

#### V. Notice of Right to Provide Written Response:

**You have the right to provide a written response within ten (10) business days of receiving this Notice. The response must be signed and directed to the Executive Director of the Office of Proprietary Schools on behalf of the State Board of Proprietary Schools.**



## **NORTH CAROLINA COMMUNITY COLLEGE SYSTEM**

*R. Scott Ralls, Ph.D.*

*President*

March 31, 2015

VIA Email  
Sherita McQueen, Director  
CNA-Health Courses  
114 ½ Anderson Street  
Fayetteville, NC 28301

### **Re: New Program Proposals**

Dear Ms. McQueen:

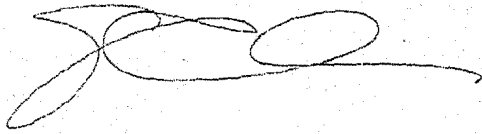
This letter is to address your recent submission for the following new programs: Medical Assisting, Billing and Coding and EKG.

Based on the documentation submitted, we are unable to approve your submissions. The following general comments are applicable to all new programs requested for licensing:

- Attachment A (Curriculum Model) – Each individual course or unit making up the new program should be listed. Measurements (Lecture/Lab/Total Hours) should be listed for each course.
- Attachment B (Course Descriptions and Objectives) – Each individual course or unit making up the new program should be listed. A description of each course (including any related lab work) along with specific learning outcomes (course objectives) must be provided for each course making up the program. The location, objectives and any specific hour requirements for clinical instruction should also be clearly identified.
- Attachment C (Prerequisites/Co) – Each individual course or unit making up the new program should be listed. Any pre- or co-requisites should be listed for each.
- Attachment E (Equipment) – Each individual course or unit making up the new program should be listed. Resources for each should be identified.
- Attachment F (Facilities) This should identify the courses or units that will be taught at the school as lecture and/or lab and those that will be taught at a clinical or outside setting. Any relevant agreements should be listed.
- Clinical Site Agreements – You should submit more than one clinical site partner.

Please revise and resubmit accordingly.

Regards,

A handwritten signature in black ink, appearing to read 'SCORL', with a long horizontal flourish extending to the right.

Scott Corl  
Executive Director  
Office of Proprietary Schools  
919-807-7061  
[corls@nccommunitycolleges.edu](mailto:corls@nccommunitycolleges.edu)

CL [fayetteville, NC](#) > [events](#) > [classes](#)

Posted: 2015-04-23 11:52am   [← prev](#)   [▲](#)   [next →](#)

### 4/23-5/6: CNA Certifications (Fayetteville, NC)

#### CNA Training and Certifications

Tuition: \$150.00

All study materials included

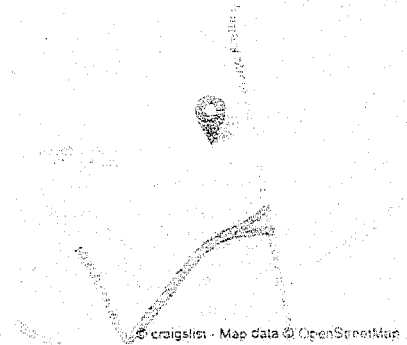
Classes: In- Class

Class Length- 1 Day Training

Certification testing: Test schedules and registration available following completion of training

\*Please call for further information and scheduling (910)364-7213

• It's ok to contact this poster with services or other commercial interests



preferred contact method:

email

phone

contact name:

Michelle Pate

contact by phone:

☎ 9103647213

reply by email:

g2mrm-

4992443335@event.craigslist.org



CL Fayetteville, NC > events > classes

Posted: 2015-04-23 12:08pm [prev](#) [next](#)

# 4/23-5/6: Med Tech Certification (fayetteville nc)

Medication Technician Certification

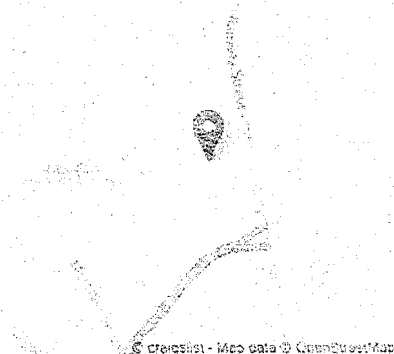
Tuition: \$85.00

Certification: NC State Certification (Certification testing are scheduled within program schedules)

Length of program: 1-2 Days

Registration: Please contact instructor to register: (910)364-7213

It's ok to contact this poster with services or other commercial interests



preferred contact method:

email

phone

contact name:

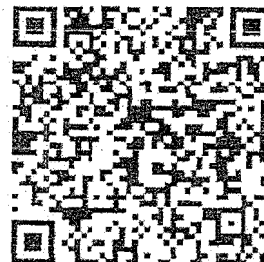
NC Medical Institute

contact by phone:

☎ 910-364-7213

reply by email:

pm2gfl-4992473655@event.craigslist.org



CL Fayetteville, NC > events > classes

Posted: 2015-04-24 5:43pm [1 prev](#) [▲](#) [next](#) [▶](#)

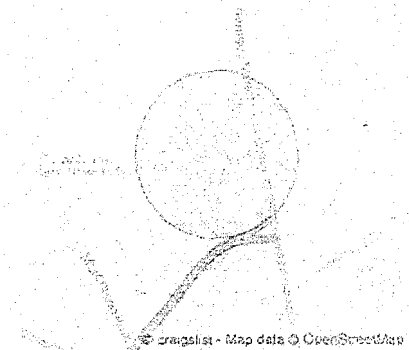
### 4/24-5/7: Pharmacy Technician Certification 1 week course (Fayetteville, NC)

North Carolina Medical Institute  
National Pharmacy Technician Training and Certifications

Tuition: \$285  
All study materials included  
Classes: In- Class & Online- Class  
Class Length- 1 day option  
Certification testing: Test schedules and registration available

\*Please call for further information and scheduling  
NC Medical Institute: (910)364-7213

• It's ok to contact this poster with services or other commercial interests



preferred contact method:

- email
- phone

contact name:  
NC Medical Institute

contact by phone:  
☎ 9103647213

reply by email:  
q7bjv-  
4994691950@event.craigslist.org



CL Fayetteville, NC > events > classes

Posted 2015-04-24 7:06pm [← prev](#) [▲](#) [next →](#)

### 4/24-5/7: Billing & Coding Online Certification (Fayetteville, NC)

National Billing & Coding Online Training and Certifications

Tuition: \$325

All study materials included

Classes: In-Class & Online- Class

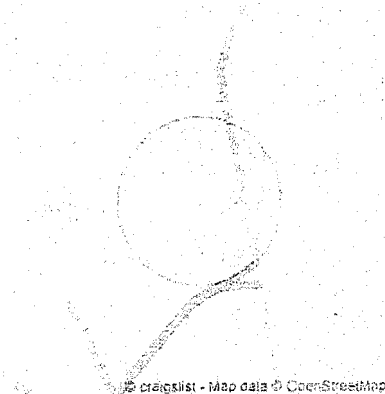
Class Length- 1 day option

Certification testing: Test schedules and registration available

\*Please call for further information and scheduling

NC Medical Institute: (910)364-7213

• It's ok to contact this poster with services or other commercial interests



preferred contact method:

email

phone

contact name:

NC Medical Institute

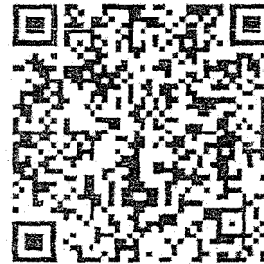
contact by phone:

☎ 9103647213

reply by email:

9f4bh-

4994816986@event.craigslist.org





"Dedication is the key to your success"

# North Carolina Medical Institute

**Call Us Now : 910-364-7213**

[HOME](#) [PROGRAMS](#) [SERVICES](#) [CONTACT](#) [TUITION & OPTIONS](#)

## Call us today for enrollment!

Accepting applications for the Spring 2015 semester

NATIONAL CERTIFICATIONS AVAILABLE  
Online Classes Available  
( Year 2013- 2014) 100% PASS RATE

CPR & First Aid (American Heart Association)  
Pneumotomy (National Certification)  
NA II (North Carolina)  
Medical Assisting  
Pharmacy Technician  
EKG Technician  
Billing & Coding Specialist  
Medical Administration Assistant  
Medical Laboratory Assistant  
Electronic Health Record Specialist  
Patient Care Technician

ACCESS 2 SUCCESS

## Impact

"I was hired by my clinical site after studying at North Carolina Medical Institute." -Alumni

NC Med Instructors is an educational pioneer with a proven impact on making residents employable through North Carolina medical Institute of Fayetteville, NC "

## Services

- References & Certification of Completion
- Resume Assistance
- National certifications
- Simulation Labs

*"Dedication is the key to your success."*

# North Carolina Medical Institute

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## PROGRAM SERVICES:

Medical Assisting \* EKG \* NA-II \* Pharmacy Technician \* PCT \* Phlebotomist \* Medical Administration  
\* Billing & Coding \* Medical Laboratory Assistant

You can be assured – We have a commitment to excellence when it comes to the level of medical education we provide.

### Medical Assisting & Administration

NC Medical Institute Medical Assisting Program offers a comprehensive curriculum combined with hands on training on equipment typically used in a medical setting. This course is designed to train students to perform specific duties such as assisting the supervising physician with administering injections, taking vital signs; recording EKG's, assisting in minor surgical procedures, carrying out basic accounting procedures, and understanding the fundamentals of charting and documentation. Students will also complete a practicum that enables them to apply classroom learning in a real world setting.

### Phlebotomy & Medical Laboratory Assistant

Phlebotomy training prepares the student to draw blood specimens from patients for the purpose of testing and analyzing blood. Students will also learn the skills needed for working with patients such as selection of venipuncture sites, care of blood specimens, and entry of the testing process into the computer.

### Billing & Coding Specialist

Billing & Coding training program prepares students to communicate professionally in the health care environment, demonstrate knowledge of insurance-related practices, Demonstrate understanding of documents utilized in healthcare billing. Be able to interpret various insurance carrier's. Manage client information, Maintain patient confidentiality, and Determine priorities and follow through

**PCT**

*"Dedication is the key to your success."*

# North Carolina Medical Institute

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**Payment Plan Options are Available!**  
**Books & Materials are included in Tuition**  
**License & Certification Testing Fee \$105.00- \$150.00**

- Medical Assisting -Tuition \$650.00
- Pharmacy Technician- Tuition \$450.00
- Billing & Coding- Tuition \$450.00
- Nurse Aide II- Tuition \$400.00
- Phlebotomy- Tuition \$325.00
- CPR & First Aid- Certification Fee \$40.00
- EKG Technician- Tuition \$325.00
- Medical Laboratory Assistant- Tuition \$450.00
- PCT Patient Care Technician- Tuition \$250.00
- Medical Administration- Tuition \$400.00
- Electronic Health Record Specialist- Tuition \$325.00



NC MED Catalog.docx

"Dedication is the key to your success."

# North Carolina Medical Institute

Call Us Now : 910-364-7213

[HOME](#) [PROGRAMS](#) [SERVICES](#) [CONTACT](#) [TUITION & OPTIONS](#)

## Contact

Name

Message

Email

Subject

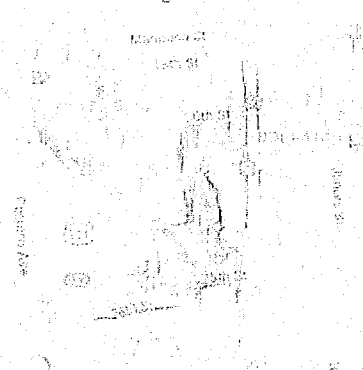
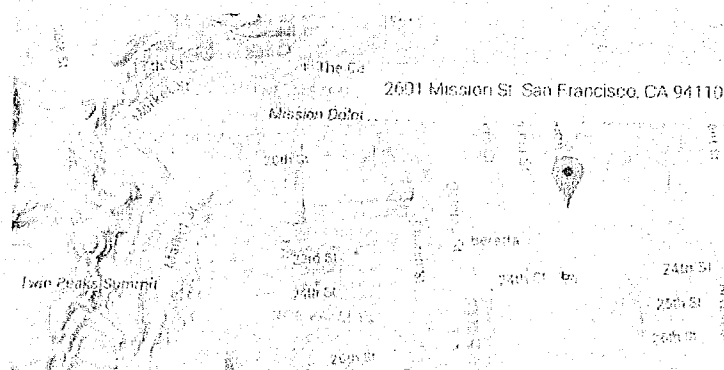
Send

114 Anderson St.  
Fayetteville, NC 28301  
[ncmedicalinstitute@yahoo.com](mailto:ncmedicalinstitute@yahoo.com)  
Tel 910-364-7213

Monday - Friday 8:00 am - 8:00 pm  
Saturday 9:00 am - 7:00 pm  
Sunday Closed



NC MED Catalog.docx



CL fayetteville, NC > jobs > healthcare

Posted: 6 days ago

## Phlebotomy Technician Certification (Fayetteville, NC)

North Carolina Medical Institute  
National Phlebotomy Training and Certifications

Tuition: \$325 (Payment Plans Available)

All study materials included

Classes: In- Class & Online- Class

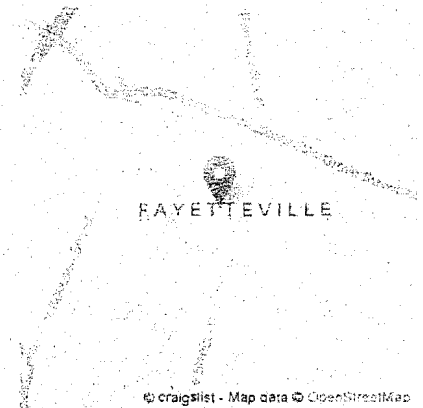
Class Length- 3-4 Weeks

Certification testing: Test schedules and registration available

\*Please call for further information and scheduling

NC Medical Institute: (910)364-7213

- OK for recruiters to contact this job poster.
- do NOT contact us with unsolicited services or offers
- OK to highlight this job opening for persons with disabilities



114 Anderson St.

compensation: \$325

contract job   internship   part-time

non-profit organization

telecommuting okay



CL fayetteville, NC &gt; jobs &gt; healthcare

Posted: 6 days ago

**CNA 2 Certification (fayetteville, nc)**

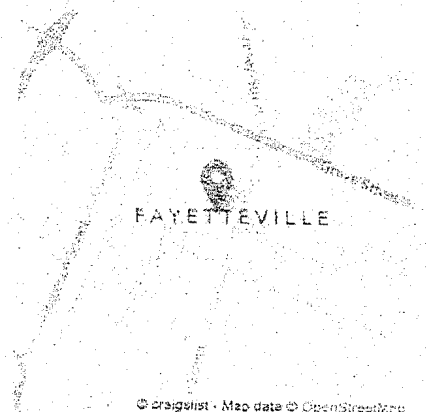
North Carolina Medical Institute CNAII Courses

All students entering the NA II program are required by the NCBON to have complete the NA I program in its entirety

Tuition: \$260 (NC Board Testing Included)

\*Please call for further information and scheduling  
NC Medical Institute: (910)364-7213

- OK for recruiters to contact this job poster.
- do NOT contact us with unsolicited services or offers
- OK to highlight this job opening for persons with disabilities



114 Anderson St.

compensation: \$260

contract job internship part-time

non-profit organization

telecommuting okay



# **ATTACHMENT E**



07/17/2015

My name is Carlotta Best and I got my CNA 2 license from NC Medical Institute in Fayetteville, NC. I am currently working as a CNA 2 at St. Joseph of the Pines. I took my class at NC Medical Institute about two months ago and my instructor for the one day class was Ms. McQueen. Some of my co-workers took the class at NC Medical Institute and are also CNA 2's. I would recommend the class with Ms. McQueen because it was quick and very informative and gave me the skills I need to be a good CNA 2.

Carlotta Best



# **ATTACHMENT F**



**NORTH CAROLINA COMMUNITY COLLEGE SYSTEM**

**R. Scott Ralls, Ph.D.**  
**President**

**REPLY TO:**

Q. Shanté Martin, *General Counsel*

PHONE: 919-807-6961

FAX: 919-807-7171

EMAIL: [martins@nccommunitycolleges.edu](mailto:martins@nccommunitycolleges.edu)

22 July 2015

Via E-mail and Regular U.S. Mail

Ms. Sherita McQueen  
North Carolina Medical Institute  
114 ½ Anderson Street  
Fayetteville, NC 28301  
[cnahealthcourses@yahoo.com](mailto:cnahealthcourses@yahoo.com)

**RE: Notice of Refusal to Recommend Proprietary School License Renewal for North Carolina Medical Institute (f/k/a CNA-Health Courses)**

Dear Ms. McQueen:

Consistent with 2B SBCCC 100.1 through 100.3, the State Board of Community Colleges ("SBCC") initiated denial of North Carolina Medical Institute's application for licensure on Friday, 17 July 2015. Pursuant to 2B SBCCC 100.4, North Carolina Medical Institute has a right to request an informal hearing prior to the SBCC's final agency decision on denial of licensure. North Carolina Medical Institute has **ten (10) business days** from the date you receive this letter to notify the SBCC of your request for a hearing. The request for hearing shall be in writing and shall be signed by the chief administrator or other authorized agent of North Carolina Medical Institute. You must send your request for hearing to Q. Shanté Martin, 200 West Jones Street, Raleigh, NC 27603.

If North Carolina Medical Institute does not invoke its right to be heard within ten (10) business days from the date of the school's receipt of this letter, then the SBCC's intent to deny North Carolina Medical Institute's application for a license will become the SBCC's final agency decision to deny licensure.

Sincerely,

Q. Shanté Martin, *General Counsel*

QSM/lal

cc: State Board of Community Colleges  
R. Scott Ralls, *President*  
Scott Corl, *Executive Director of Proprietary Schools*  
Jennifer Haygood, *Executive Vice President and Chief Financial Officer*

STATE OF NORTH CAROLINA, *ex rel.*  
ROY COOPER ATTORNEY GENERAL

v.

NORTH CAROLINA MEDICAL INSTITUTE; and SHERITA ANTOINETTE  
MCQUEEN, individually and in her capacity as owner and president of NORTH  
CAROLINA MEDICAL INSTITUTE

# Exhibit 3

**STATE OF NORTH CAROLINA**

**COUNTY OF CUMBERLAND**

**AFFIDAVIT OF CHERYL D. WILLIAMS**


I, Cheryl D. Williams, being first sworn, do hereby depose and say:

1. I currently reside at 112 Aloha Drive in Fayetteville, North Carolina.
2. I am a registered nurse ("RN"); and have masters degrees in education and nursing. I am employed by the Fayetteville VA Medical Center.
3. Around September or October 2014, I heard through colleagues that an entity known as CNA Health Courses was looking for a part-time instructor for its Nursing Aid II program. I inquired with the owner, Sherita Antionette McQueen and was offered the position. I knew that Ms. McQueen was not a registered nurse, though she had taught CPR and phlebotomy in the past. At that time, I confirmed with the North Carolina Board of Nursing that Ms. McQueen was in fact licensed to offer the NAII class even though she was not an RN. I accepted the position and started on approximately September 9, 2014.
4. During my short time at CNA Health Courses, I only taught one full NAII course and a few 1-day refresher courses. The full course contained approximately 5 or 6 students. The students each paid CNA Health Courses \$250 for the full NAII course.
5. Though I was listed as CNA Health Courses' NAII coordinator, I did not coordinate any area for the company. I was only an NAII instructor. Ms. McQueen had set the schedule for the NAII course. The full course met 2-3 times a week, Tuesday through Thursday from 6pm to 9pm, for about three or four weeks. The class met at CNA Health Courses' facility at 114 Anderson Street in Fayetteville, North Carolina. At Ms. McQueen's direction, I followed the 12 teaching modules and curriculum provided on the North Carolina Board of Nursing's website. I used a workbook provided by Ms. McQueen. At the time, I was somewhat annoyed that I had to provide my own teaching supplies, including tracheostomy tubes and catheters.

6. Ms. McQueen also showed me how to access the State Nursing Aid II Registry, using my social security number and RN number, to certify that students had met the requirements upon completion of the class.


7. In approximately October 2014, after finishing my first full class, I left CNA Health Courses to pursue a teaching opportunity with Miller-Motte College. The final action I took at CNA Health Courses was to log on and certify the students from the one full course I taught.

8. I have not worked with CNA Health Courses since October 2014. I did not give anyone associated with CNA Health Courses my permission to use my social security number and RN number to access the State NAI Registry, nor did I have any knowledge of anyone doing so until recently.

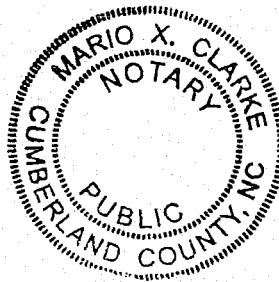
  
Cheryl D. Williams

Sworn to and subscribed before me

This the 16 day of Sept, 2015

  
(Signature of Notary Public)

Mario X. Clarke  
(Printed Name of Notary Public)



My commission expires: Sept 21 2015

STATE OF NORTH CAROLINA, *ex rel.*  
ROY COOPER ATTORNEY GENERAL

v.

NORTH CAROLINA MEDICAL INSTITUTE; and SHERITA ANTOINETTE  
MCQUEEN, individually and in her capacity as owner and president of NORTH  
CAROLINA MEDICAL INSTITUTE

# Exhibit 4

**STATE OF NORTH CAROLINA**

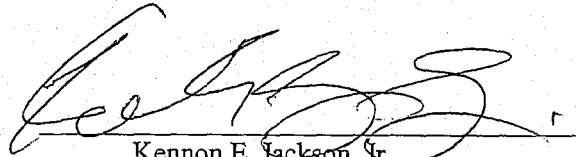
**COUNTY OF CUMBERLAND**

**AFFIDAVIT OF KENNON E. JACKSON, JR.**

I, Kennon E. Jackson, Jr., being first sworn, do hereby depose and say:

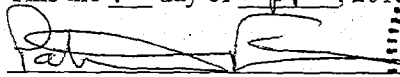
1. I currently reside at 233 Olds Street in Fayetteville, North Carolina.
2. I am employed by SHIFT-NC, a non-profit health education organization. I manage several properties in and around the Fayetteville area.
3. I am familiar with the entity known as North Carolina Medical Institute ("NCMI") which is located at 114 Anderson Street in Fayetteville, North Carolina. The NCMI facility shares an alley with properties I manage at 110/112 Anderson Street in Fayetteville. I also live approximately 1.5 blocks from the NCMI facility and walk or drive by the property regularly.
4. I have been inside the 114 Anderson Street property on one occasion. During the first week of August 2015, I toured the bottom floor of 114 Anderson Street with the building owner, David Gladney, after inquiring about a "for lease" sign. I was interested in purchasing the building; but Mr. Gladney informed me that he had just committed to letting NCMI expand to include operating their programs on both the first and second floors of the building. Mr. Gladney informed me that we could not tour the second floor of the building because the tenant, NCMI, had objected.
5. At that time, the first floor of 114 Anderson was extremely dark, dingy, and the façade of the building was in visible disrepair. I have also observed a considerable amount of trash in the alley shared with the properties I manage. As a neighbor and property manager, I am seriously concerned that this trash may contain hazardous substances given the nature of what NCMI teaches. I was so concerned about the poor condition of the NCMI facility that on August 20, 2015 I contacted the North Carolina State Board of Nursing to relay my observations.

6. As of the date of this affidavit, I have reason to believe the NCMI is currently offering classes. I have recently seen activity in the building – and there are (to my knowledge) no other tenants. New signs advertising NCMI classes have been posted on the exterior of the building. On September 9, 2015, I walked by the NCMI facility and took a picture of one of these signs. A true and accurate copy of that picture is attached to as Attachment A. A brochure dispenser, advertising NCMI's classes, has also been added to the exterior of the building.

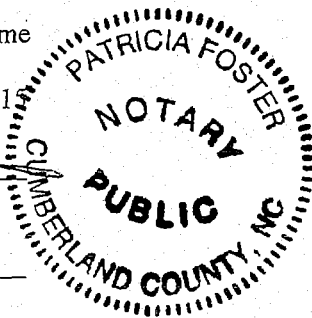
  
Kennon E. Jackson, Jr.

Sworn to and subscribed before me

This the 15 day of Sept, 2015

  
(Signature of Notary Public)

Patricia Foster  
(Printed Name of Notary Public)



My commission expires: 4-11-2016



STATE OF NORTH CAROLINA, *ex rel.*  
ROY COOPER ATTORNEY GENERAL

v.

NORTH CAROLINA MEDICAL INSTITUTE; and SHERITA ANTOINETTE  
MCQUEEN, individually and in her capacity as owner and president of NORTH  
CAROLINA MEDICAL INSTITUTE

# Exhibit 5

STATE OF NORTH CAROLINA

COUNTY OF WAKE

**AFFIDAVIT OF ANGELA D. HOWARD**

I, Angela D. Howard, being first sworn, do hereby depose and say:

1. I am employed by the North Carolina Department of Justice, Consumer Protection Division ("CPD"). My official title is Consumer Protection Specialist. My duties include, but are not limited to: maintaining records of all written consumer complaints filed with the Attorney General in the subject areas assigned to me; conducting investigations of such complaints; and attempting to mediate complaints by corresponding with the businesses and consumers involved in the complaints.

2. I have direct knowledge of the following facts, or have conducted a reasonably diligent investigation so that I believe such to be true.

3. In 2014, the CPD received a consumer complaint against defendants. Per CPD policy, the complaint was forwarded to defendants, whose response is a part of the file.

4. Included as Attachment A is a true and correct copy of the complaint submitted by Angela Wright (File No. 1415476) to the North Carolina Department of Justice on November 16, 2014.

5. On September 15, 2015, I visited the website at the URL [www.ncmedinstitute.com](http://www.ncmedinstitute.com). Attachments B through D are true and accurate representations of various pages of that website, as I observed them on that day.

6. Attachment B is a true and accurate representation of the front page of [www.ncmedinstitute.com](http://www.ncmedinstitute.com) as I visited it on September 15, 2015.

7. Attachment C is a true and accurate representation of the page that came up when I clicked on the "Tuition Options" tab on [www.ncmedinstitute.com](http://www.ncmedinstitute.com) as I visited it on September 15, 2015.

8. Attachment D is a true and accurate representation of the page that came up when I clicked on the "Schedules" tab on [www.ncmedinstitute.com](http://www.ncmedinstitute.com) as I visited it on September 15, 2015.

9. On September 15, 2015, I also visited the website at the URL Fayetteville.craigslist.org. Attachment E is a true and accurate representation of the results of searching for "North Carolina Medical Institute" in the "jobs" section of the website. Attachments F through L are true and accurate copies of the various pages that I was taken to when I clicked on the search results.

10. Attachment F is a true and accurate representation of the page that came up when I clicked on the first search result "Sep 13 Medical Assisting Certification" as I visited it on September 15, 2015.

11. Attachment G is a true and accurate representation of the page that came up when I clicked on the second search result "Aug 29 Medical Assisting Certification" as I visited it on September 15, 2015.

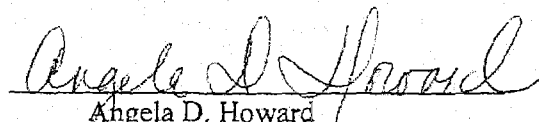
12. Attachment H is a true and accurate representation of the page that came up when I clicked on the third search result "Sep 11 Patient Care Technician (PCT/PCA)" as I visited it on September 15, 2015.

13. Attachment I is a true and accurate representation of the page that came up when I clicked on the fourth search result "Sep 7 Accredited Pharmacy Technican[sic] Certification" as I visited it on September 15, 2015.

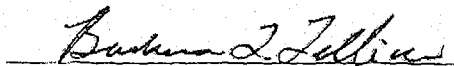
14. Attachment J is a true and accurate representation of the page that came up when I clicked on the fifth search result "Aug 29 National Phlebotomy Training & Certification" as I visited it on September 15, 2015.

15. Attachment K is a true and accurate representation of the page that came up when I clicked on the sixth search result "Aug 29 Pharmacy Technician Certification" as I visited it on September 15, 2015.

16. Attachment L is a true and accurate representation of the page that came up when I clicked on the seventh search result "Aug 28 EKG Technician Online Certification" as I visited it on September 15, 2015.

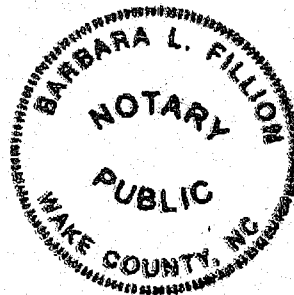
  
Angela D. Howard

Sworn to and subscribed before me  
this the 6<sup>th</sup> day of October, 2015

  
(Signature of Notary Public)

Barbara L. Fillion  
(Printed Name of Notary Public)

My commission expires: 3-31-2020



# **ATTACHMENT A**



## State of North Carolina

ROY COOPER  
ATTORNEY GENERAL

Department of Justice  
9001 Mail Service Center  
Raleigh, NC 27699-9001

**CONSUMER PROTECTION**  
Toll Free In NC  
(877) 566-7226  
Outside of NC  
(919) 716-6000  
Fax: (919) 716-6050

January 6, 2015

Angela Wright  
108 B Louis Armstrong Court  
Chapel Hill, NC 27514

**Re: File No. 1415476**  
CNA Health Courses  
114 Anderson Street  
Fayetteville, NC 28314

Dear Ms. Wright:

This letter is in reference to the complaint you filed with the Consumer Protection Division concerning CNA Health Courses. Enclosed is a copy of the company's response for your records.

Thank you for taking time to contact our office. Each complaint, along with the company's response, remains a part of our files and may be useful to other consumers. It will also help us monitor questionable business practices and set enforcement and legislative priorities.

If you have any questions or we can be of assistance to you in the future, please do not hesitate to contact us.

Sincerely,

Linda H. Matthews, Investigator  
Consumer Protection Specialist  
CONSUMER PROTECTION DIVISION

Enclosure(s)

LLM

## CNA- HEALTH COURSES

114 ANDERSON ST.  
FAYETTEVILLE, NC  
28301  
(910)261-7110  
1-800-635-3062  
[cnahealthcourses@yahoo.com](mailto:cnahealthcourses@yahoo.com)

ATTN: State of North Carolina Department of Justice

Re: File No. 1415476  
Angela Wright  
108 B Louis Armstrong Court  
Chapel Hill, NC 27514

0 2014

CNA- Health Courses has received a refund request from student Ms. Angela Wright from a NAI course that she had registered on 10/06/2014. Our office was notified request between the 10<sup>th</sup> and 11<sup>th</sup> of October from Ms. Wright. Our staff has reported that Ms. Angela Wright had come to our office and expecting a meeting with our staff member Ms. McQueen, Administrator at 12:00pm in which meeting was supposed to be at 10:00am. Ms. McQueen had waited for Ms. Wright attendance and left approximately around 11:30am, Ms. Wright was counted as a no show 10/11/2014. This meeting was to confirm the withdrawal of class and completed the student withdrawal form by signing and dating the withdrawal date and school administrator would finalize it by signing and dating the form as well and provide the student with a copy. Our staff reported that Ms. Angela Wright arrived around 12:00pm during class session and was told from our RN Instructor that Ms. McQueen had waited and had to leave and will return on Mon. Ms. Wright was not compliant and started to become a disturbance with the class that was in session by yelling and cursing while other students complaint of her disturbance, Ms. Wright was asked to leave the property at once. Ms. McQueen reported that she had 2 missed calls that she was unable to answer at the time but returned Ms. Wright call as soon as she could minutes later. Ms. McQueen stated when she called Ms. Wright she could barely speak to her to resolve anything because of the yelling and cursing after she was told that Ms. McQueen was unable to come back to the building at that time and she had a very important errand she had to attend on that day. Ms. Wright explained to Ms. McQueen that she was unable to come back on Monday and Ms. McQueen still tried to resolve this by giving Ms. Wright an option to receive it by mail and would try to send it out that same day or first thing on that Monday. Ms. Wright was still uncooperative and became more aggressive and demanded Ms. McQueen to come back to the building and has stated threats if she didn't comply. Ms. Wright has threatened to become physical with Ms. McQueen and fighting and also calling out disturbing names towards Ms. McQueen and disrespectful behavior. CNA- Health Courses dose not tolerate inappropriate behavior especially towards our staff and policy actions would be made. This program is set up for 7 weeks by the lessons provided. A different schedule was given to Ms. Wright along with other students that had agreed to the new schedule that was set from that first day throughout that

Ms. McQueen had still mailed out a refund in the amount of \$150.00 to Ms. Wright. The following advertisement document that was attached and sent to our office was recognized as a previous advertisement that had been updated before the registration of Ms. Wright. Upon registration we present an orientation before class sessions and introduce the following program as far as the program policies, schedules, tuitions, and all of the programs rotations and documents. Ms. Wright attended to our orientation and class sessions and completed all of the following documents as an agreement in orientation with other students and understood policies. We believed that we were able to resolve this matter with Ms. Angela Wright, but she refuse to accept any of our offers of settlements and neither to communicate appropriately to do so. If you have any concerns or questions you can contact us anytime @ (910)261-7110, Thank you

CNA- Health Courses  
114 Anderson St.  
Fayetteville, NC 28301  
(910)261-7110





## State of North Carolina

ROY COOPER  
ATTORNEY GENERAL

Department of Justice  
9001 Mail Service Center  
Raleigh, NC 27699-9001

December 29, 2014

CONSUMER PROTECTION  
Toll Free in NC  
(877) 566-7226  
Outside of NC  
(919) 716-6000  
Fax: (919) 716-6050

CNA Health Courses  
114 Anderson Street  
Fayetteville, NC 28314

Re: File No. 1415476  
Angela Wright  
108 B Louis Armstrong Court  
Chapel Hill, NC 27514

Dear Sir:

Our office recently wrote to you regarding the above referenced file and requested a response within fifteen business days. To date, we have received no response. It is important that you respond to our office in writing as soon as possible as to your position on the matter. In your response, be certain to refer to File Number 1415476 and attach any supporting documents that you believe are necessary.

Actions by this office are often based on the cumulative record reflected in the complaints we receive. In addition, information about complaints filed with our office is provided in response to public inquiries. Therefore, your response is important to assure that our files accurately reflect your position regarding this matter.

If you prefer to submit your response electronically, we request that you do so using your business' letterhead, indicating the name of the person sending the response and the sender's contact information. An electronic response should be sent to [consumer@ncdoj.gov](mailto:consumer@ncdoj.gov) and cannot exceed 5 mb, including attachments.

If you have any questions, please contact us.

Sincerely,

A handwritten signature in cursive script that reads "Linda H. Matthews".

Linda H. Matthews, Investigator  
Consumer Protection Specialist  
CONSUMER PROTECTION DIVISION

cc: Angela Wright



## State of North Carolina

ROY COOPER  
ATTORNEY GENERAL

Department of Justice  
9001 Mail Service Center  
Raleigh, NC 27699-9001

CONSUMER PROTECTION  
Toll Free in NC  
(877) 566-7226  
Outside of NC  
(919) 716-6000  
Fax: (919) 716-6050

November 26, 2014

CNA Health Courses  
114 Anderson Street  
Fayetteville, NC 28314

Re: File No. 1415476  
Angela Wright  
108 B Louis Armstrong Court  
Chapel Hill, NC 27514

Dear Sir:

The Consumer Protection Division has received the attached complaint regarding your business.

In order to assess the merits of the complaint and to determine appropriate action, we need to know your position and any proposed resolution. Therefore, we ask that you provide a written statement of your position, along with copies of any supporting documents, within fifteen (15) business days of the date of this letter.

Please refer to our File Number 1415476 when you correspond with our office concerning this matter. If you prefer to submit your response electronically, we request that you do so using your business' letterhead, indicating the name of the person sending the response and the sender's contact information. An electronic response should be sent to [consumer@ncdoj.gov](mailto:consumer@ncdoj.gov) and cannot exceed 5 mb, including attachments.

Thank you for your cooperation.

Sincerely,

A handwritten signature in cursive script, reading "Linda H. Matthews".

Linda H. Matthews, Investigator  
Consumer Protection Specialist  
CONSUMER PROTECTION DIVISION

Enclosure

cc: Angela Wright

## Consumer

---

**From:** consforms@ncdoj.gov  
**Sent:** Sunday, November 16, 2014 9:09 PM  
**To:** Consumer  
**Subject:** Complaint 11049 Wright

## Your Information

Prefix Ms \* First Name Angela  
Middle Initial \* Last Name Wright  
\* Mailing Address 108 B Louis Armstrong Ct  
\* City Chapel Hill  
\* State NC \* Zip Code 27514  
Country, if not US  
Day Phone Number (including area code) 9199236035  
Evening Phone Number (including area code) 9199236035  
Cell Phone Number (including area code) 9199236035  
Fax Number (including area code)  
County of Residence Orange Email Address Angela.realty@yahoo.com  
I am a military service member, veteran, or military spouse No

## Information About Company Against Which You Are Complaining

\* Full name of company CNA Health Courses Medical Academy  
Address 114 Anderson St  
City Fayetteville  
State NC Zip Code 28314-5016  
Country, if not US  
Company's internet address (URL)  
\* Telephone number, including area code 19102617110  
Fax number, including area code

## Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved

Class

Date of purchase, service, contract 10/6/2014 12:00:00 AM

Manufacturer or  
brand

Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a  
contract or a lease?

Start Date 10/6/2014 12:00:00 AM End Date 10/9/2014 12:00:00 AM

Total amount paid \$300.00 Amount in dispute \$150.00

How was payment made: Cash

Did you buy an  
extended service contract? No

If yes, name of company  
responsible for extended service  
contract or warranty

## Information About the Transaction

How was initial contact made between you and the I went to company's place of business

Where did the transaction take place? At company's place of business

## Details of Complaint

\* Details

Limit of  
2500  
characters

To whom it may concern: In September I responded to an ad on Craigslist for a CNA 2 class being held in Fayetteville every other Saturday for \$250.00 books and study materials were included. Later I would find out that the class was increased to \$300, and instead of books we were given a binder with printouts. Some so blurry I could barely read them. We were also told that on Tuesday Oct 7 we would receive more work via email. By thursday October 9th I had yet to receive any emails from Ms. Mcqueen. During this time I became suspicious of this whole class and decided that I wanted a refund. October 6 was the official orientation for this class. Orientation lasted about 30 minutes, afterwards we were sent with the RN to review some skills. That lasted about an hour. During orientation the instructor/Director Ms Mcqueen suggested a fast track method for completing the course quicker. Originally the

course was stated to take up to 7 weeks to complete. This would have been my preferred option. In order to complete the course "quickly" you had to attend class 3 Saturdays in a row and take your clinicals on October 25th at a rest home in Aberdeen. Once the Instructor finished speaking she then turned to the RN Ms Johnie McFadden and asked if she could stay and go over some skills with us. Afterwards we were taken to a nearby room where she showed us the difference between a straight versus a Foley catheter. Afterwards, she had us to practice a sterile glove technique where we proceeded to put on a contaminated latex glove that had been used by numerous students. Each of us had to put it on and take it off. Next she took out a book and showed us the difference between stages 1-4 of bedsores. She did not use any manikins during her short presentation which lasted roughly an hour. On Thursday of that same week, I called Ms McQueen and let her know that I would not be able to complete the course and that I would like a refund. She told me that she would have to speak to the RN and she would call me back. Later on she called me back and said that I could pick up my refund on Saturday before 12. I called Ms McQueen on Friday and left a message on her voicemail reminding her that I would be coming up there on Saturday. She never returned my call. I arrived on Saturday at 11:05 at 114 Anderson Street in Fayetteville NC. Also known as CNA Health Courses Medical Academy. I called Ms McQueen 3 times before she finally returned my call. She stated that she waited for me a few minutes but she had to go. She never said why she had to leave, Nor did she offer any apologies for my driving an hour and a half to meet her. She only said that she would put my money in the mail. The following Monday I called Ms McQueen numerous times throughout the day to ask her if she had mailed my money. Once again she did not call me back. On Tuesday Oct 14, I left another message on Ms McQueens voicemail asking about my refund. Around 6 pm on Tuesday, Ms McQueen finally returned my call and stated that she was putting my money in the mail that day. On Thursday Oct 16th, I received a money order in the amount of \$150. I contacted Ms McQueen numerous times to ask her why she withheld half of my money. When I was finally able to get her on the line all she would say is that it was there policy. I recently discovered that Ms Sheretta Antonette McQueen, has several write ups about her on the Better Business Bureau website. I have also found a seperate posting of her scamming someone else on Craigslist under "classes."

## Resolution Attempts You Have Made

Have you contacted the company with your complaint?	Yes
If yes, name of person most recently contacted	Sherita Antoinette McQueen
His/her phone number, incl. area code	19102617110
Results	Fails to answer phone. Goes to voicemail. Does not respond to messages.
* What resolution would you consider fair?	I would like for her to send me the other half of my refund \$150.00.
Do you have an attorney in this case?	No
If yes, name of your attorney	

Attorney's number, incl. area code

Has your complaint been heard or is it  
scheduled to be heard in court? No

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by  
mail or fax? Yes

# CNA- HEALTH COURSES

2014

## Student Enrollment Agreement

CNA Health Course 114 Anderson St. Fayetteville, NC 28301 (910) 261-7110

Student ID#: [REDACTED] Email address: Angela.realty@yahoo.com

Student Name: Wright Angela E  
Social Security # last first middle initial

Complete mailing address: 108 B Louis Armstrong Ct  
Street  
Chapel Hill NC 27514  
City State Zip Code

Phone Numbers: Cell Home (919) 923 8035 Cell ( )

Program:  
 Program Name CNA 2  
 Start Date 10.6.14 Estimated Completion  Days  Evenings

Type of Instruction  
 Classroom L (If applicable) Distance Education: Correspondence  On-line

Tuition & Fees  
 Tuition \$   
 Registration Fee \$  (if applicable)  
 Books/Supplies/Equipment \$   
 (Non-refundable)  
 Total Cost of Program \$   
 Uniform Size S M L  XL

Method of Payment (cash/check #/credit card)

Schedule of Payments  
 Deposit \$ 200 Date  BALANCE DUE \$ 300.00

Date Due	\$	Recd
Date Due	\$	Recd
Date Due	\$	Recd
Date Due	\$	Recd
Date Due	\$	Recd
Date Due	\$	Recd
Date Due	\$	Recd
Date Due	\$	Recd
Date Due	\$	Recd
Date Due	\$	Recd

By signing below, the student agrees to pay CNA- Health Courses the total stated tuition & fees. The school agrees to provide the occupational training in accordance with the provisions of the school's current Catalog Volume No.  Dated . Payment of all monies due shall be a condition of continuing enrollment. Upon satisfactory completion of all academic and skill requirements

**Postponement of starting date**, whether at the request of the school or the student, requires a written agreement signed by the student and the school. If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

### Refund Policy

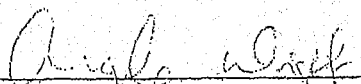
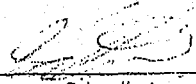
Students not accepted to the school are entitled to all moneys paid. Students who cancel this contract by notifying the school within three (3) business days are entitled to a full refund of all tuition and fees paid. Students who withdraw after three (3) business days, but before commencement of classes, are entitled to a full refund of all tuition and fees paid except the maximum cancellation charge of \$150.00 or 25% of the contract price whichever is less. In the case of students withdrawing after commencement of classes, the school will retain the cancellation charge plus a percentage of tuition and fees, which is based on the percentage of contact hours attended (**if training is offered as distance education**: "based on the percentage of number of lessons completed")\* in the Program/Stand Alone Course, as described in the table below. The refund is based on the official date of termination or withdrawal.

Refund Table

Student is entitled to upon withdrawal/termination*	Refund
Within first 10% of program (Lessons 1-2)	90% less cancellation charge
After 10% but within first 25% of program (Lessons 3-5)	75% less cancellation charge
After 25% but within first 50% of program (Lessons 6-10)	50% less cancellation charge
After 50% but within first 75% of program (Lessons 11-15)	25% less cancellation charge
After 75% (Lesson 16) [if paid in full, cancellation charge is not applicable]	NO Refund

1. The student may cancel this contract at any time prior to midnight of the third business day after signing this contract.
2. All refunds will be made within 30 days from the date of termination. The official date of termination or withdrawal of a student shall be determined in the following manner:
  - a. The date on which the school receives notice of the student's intention to discontinue the training program; or
  - b. The date on which the student violates published school policy, which provides for termination.
  - c. Should a student fail to return from an excused leave of absence, the effective date of termination for a student on an extended leave of absence or a leave of absence is the earlier of the date the school determines the student is not returning or the day following the expected return date.
3. The student will receive a full refund of tuition & fees paid if the school discontinues a course/ program within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
4. The policy for granting credit for previous training shall not impact the refund policy.

**I HAVE RECEIVED A COPY OF THIS ENROLLMENT AGREEMENT AND A CURRENT SCHOOL CATALOG.**

Student Signature \_\_\_\_\_ Date 10-1 School's Approved In-state Agent \_\_\_\_\_ Date 10/16/14



# RECEIPT

No. 8525'

DATE 10/6/2014

FROM CNA-Health Connect

\$ 300.00

Three hundred dollars DOLLARS

☐ FOR RENT

☐ FOR

CNA IT#

ACCT. 50100

PAID. 300.00

DUE 51

☐ CASH

☐ CHECK

☐ MONEY ORDER

☐ CREDIT CARD

FROM 10/6/2014 TO 10/6/2014

BY [Signature]

A-1152  
T-4161

[CL](#)  
[raleigh >](#)  
[all events >](#)  
[classes](#)  
[post](#)  
[\[ account \]](#)  
[contact](#)

x [prohibited](#) <sup>121</sup> Posted: 11 days ago

[◀ prev](#) [▲](#) [next ▶](#)

## 9/8-9/21: Nurse Aide II Certification \$250.00 Weeked Courses (Fayetteville, NC)

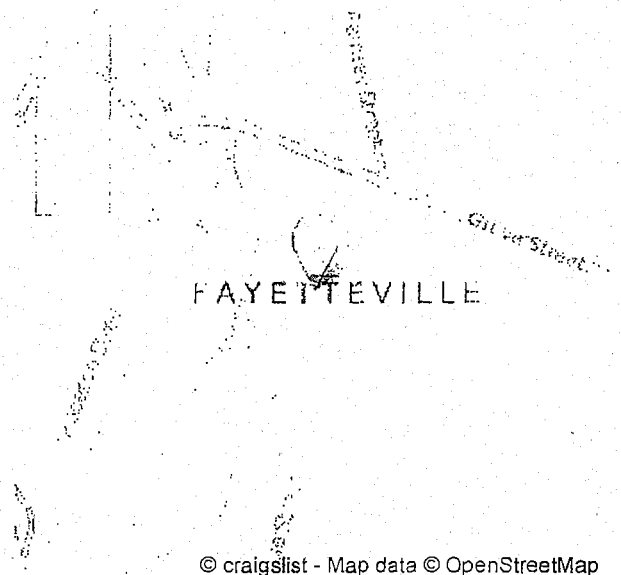
CNAII Courses \$250.00 (Books and Study  
Materials Included)

-Up to 4 Saturdays (Location: Fayetteville)  
Schedule may be setup for every other weekend  
for students  
- Registration and Study group set up (Location:  
Raleigh)

All students entering the NA II program are  
required by the NCBON to have complete the NA  
I program in its entirety.

\*Please call for further information and scheduling  
CNA Health Courses (910)261-7110

- do NOT contact me with unsolicited services or offers



© craigslist - Map data © OpenStreetMap

114 Anderson St.

([google map](#)) ([yahoo map](#))

post id: 4659252606 posted: 11 days ago updated: 3 days ago

[email to friend](#)

♥ [best of](#) <sup>121</sup>

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## State of North Carolina

ROY COOPER  
ATTORNEY GENERAL

Department of Justice  
900 I Mail Service Center  
Raleigh, NC 27699-9001

November 19, 2014

CONSUMER PROTECTION  
Toll Free in NC  
(877) 566-7226  
Outside of NC  
(919) 716-6000  
Fax: (919) 716-6050

Angela Wright  
108 B Louis Armstrong Court  
Chapel Hill, NC 27514

Re: File No. 1415476  
CNA Health Courses  
114 Anderson Street  
Fayetteville, NC 28314

Dear Ms. Wright:

Thank you for filing a complaint with the Consumer Protection Division. In order to assist you, it would be helpful to have copies of all relevant documents, such as contracts, bills of sale, receipts, and other records crucial to your complaint. If you do not have copies of these documents, let us know and we will request copies when we contact the company.

When you reply, please refer to File Number 1415476.

Sincerely,

Linda H. Matthews, Investigator  
Consumer Protection Specialist  
CONSUMER PROTECTION DIVISION

[CL](#)[fayetteville, NC >](#)[events >](#)[classes](#)[post](#)[\[ account \]](#)[reply](#) x [prohibited](#) <sup>[2]</sup> Posted: a day ago[◀ prev](#)[next ▶](#)

NOV 24 2014

## 11/10-11/23: SCAM!!!!-CNA HEALTH COURSES/ MS. McQueen (fayetteville)

BEWARE!!! CNA HEALTH COURSES IS SHERITA ANTOINETTE MCQUEEN!!! SHE IS A SCAM ARTIST!!! SHE IS NOT CERTIFIED OR LICENSED TO TEACH ANY OF THE CLASSES SHE IS POSTING ON HERE!!! DO NOT GIVE THIS WOMAN ANY MONEY WHAT SO EVER!!! SHE WAS TEACHING A PHLEBOTOMY CLASS IN HINESVILLE AND RIPPED EVERYONE OFF, SHE TOOK OUR MONEY PROMISING WE COULD TAKE A STATE TEST AND BECOME CERTIFIED THEN COME TO FIND OUT SHE WAS NOT LICENSED TO TEACH ANYTHING BUT CPR AND FIRST AIDE AND NONE OF US WERE ABLE TO TAKE THE STATE TEST AND SHE WILL NOT GIVE YOUR MONEY BACK!!! SHE IS THE WORST KIND OF HUMAN TAKING PEOPLES HARD EARNED MONEY AND THEN SHE IGNORES YOUR CALL, TEXTS, EMAIL, EVERYTHING AND WHEN YOU KEEP TRYING TO CONTACT HER SHE PULLS THE 'YOUR HARASSING ME AND I WILL PRESS CHARGES' BULLSH\*T AND I HOPE YOU SEE THIS MCQUEEN!! I WILL MAKE IT MY GOAL EVERYDAY TO LET PEOPLE KNOW YOUR SCAM SO THEY DONT GO THREW THE BULLS\*T WE WENT THREW!!! Any post with the name CNA HEALTH COURSES OR MS. MCQUEEN WITH THE PHONE NUMBER 910-261-7110 IS A SCAM!!! BE SMART AND CONTACT ALL THE RIGHT PEOPLE BEFORE YOU GO TAKING CLASSES FROM THIS WOMAN!! HERES WHAT SHE WILL DO WITH YOUR MONEY ---NEW WIGS AND VACATIONS!!!look her up on facebook and see all the fun shes having with all the money she has scammed everyone out of!!! Any body that has been ripped off by this sorry excuse of a human feel free to reply to this message and i will gladly help you take legal action against her!! Shes doing this in Savannah, G.A...Charleston S.C...Jacksonville FL...Hinesville GA... Fayetteville N.C..Augusta GA...and god only knows where else!! This woman needs stopped immediatly!!

- do NOT contact me with unsolicited services or offers

post id: 4755930001 posted: a day ago [email to friend](#) [best of](#) <sup>[2]</sup>

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The Coastal Communities of North and South Carolina

Involved  
Get Consumer Help  
Problems & Services  
For Businesses

Get to  
Know  
Us  
Get

[Charities](#) [News](#) [All](#)  
Search for Businesses

## BBB BUSINESS REVIEW

What is a BBB Business Review?

CONSUMER COMPLAINTS

THIS BUSINESS IS NOT BBB ACCREDITED

CNA Health Courses

Phone: (910) 424-2274

BBB Business Reviews may not be reproduced for sales or promotional purposes.

### Customer Complaints Summary

2 complaints closed with BBB in last 3 years   2 closed in last 12 months	
Complaint Type	Total Closed Complaints
Problems with Product / Service	2
Advertising / Sales Issues	0
Billing / Collection Issues	0
Delivery Issues	0
Guarantee / Warranty Issues	0
Total Closed Complaints	2

### Complaint Breakdown by Resolution

[About Complaint Details](#)

Complaint Resolution Log (2)	
The business failed to resolve the complaint issues (1 complaint)	
11/08/2013	Problems with Product / Service   <a href="#">Read Complaint Details</a>

BBB did not receive a response from business (1 complaint)	
05/05/2014	Problems with Product / Service   <a href="#">Read Complaint Details</a>  <b>Additional Notes</b> Complaint Category: None of the Above - Product Quality Complaint Issue  Complaint: CNA Healthcare Courses is sub-standard and unethical in their teaching methods. I enrolled in CNA Health Courses' phlebotomy course and began classes February 22, 2014. We received our materials for the course in our first class. As I studied the material in the packet I realized that many of the medical terms and definitions we were to know were spelled incorrectly and had incorrect definitions. At first I thought they were just typos, but coming from a medical background I realized that they were just incorrect from lack of knowledge. I even cross referenced the information we were given with my college course level medical terminology and anatomy textbook, and indeed those texts books had completely different spellings and definitions. I feel like as an instructor Ms. McQueen, who is also the owner of CNA health Courses, should have known these

were incorrect spelling and definitions. Her teaching was substandard and she did not seem to know the material she was teaching. She would often pronounce medical terms incorrectly and not explain them correctly either. We were also told that we would have clinicals to learn to draw blood, not only in her advertisement for the course but also the first day of class, however what our "clinicals" turned out to be was doing blood draws on other classmates. This is not what I would consider to be adequate time to learn to be proficient enough to draw blood in the work field. By the time we had our third class on March 29, 2014 we were told that the remainder of the course would be online, however we are not able to access any of the material or submit it to her through the website she is using. Myself and many of my classmates have tried to contact her via email, phone calls, and text messages, yet she has not answered. When I finally did get in touch with her I told her that I did not feel like I had learned anything in the course nor did I have enough clinical experience. She said that I could continue to come to her other classes to get experience on blood drawing. I told her that the clinicals she was providing was not enough for us to get enough experience to work as phlebotomist and that I no longer wanted to continue with the course. I told her I felt like she was not preparing us to be placed in the work field as she had promised. I also pointed out the information that was wrong in our packets and how the online material we were to submit to her was not available to us. I asked her if she could refund me the money I paid for the course. She said the course had been completed and there would be no refund. I asked her if the course is completed why are we still doing online work, to which she had no answer. She also stated that there was a no refund policy, yet she never disclosed that in her advertisements or on the first day of class. I also took a CPR certification class through her on March 8, 2014 and have yet to receive my certification card for that. This has all around been a very bad experience and the most substandard class I have ever taken. I and many other classmates feel that we were taken advantage of and not delivered the education or clinical experience we were told we would receive. I would like to have a refund or at the least a partial refund for this course. I would also like to have my CPR certification card or the refund for it also. When I told Ms. McQueen this she got hostile with me and hung up the phone in my face.

**Complaint Resolution:** Company failed to respond to BBB to resolve or address the complaint issues.


*As a matter of policy, BBB does not endorse any product, service or business.*

*BBB Business Reviews are provided solely to assist you in exercising your own best judgment. Information in this BBB Business Review is believed reliable but not guaranteed as to accuracy.*

*BBB Business Reviews generally cover a three-year reporting period. BBB Business Reviews are subject to change at any time.*

#### Industry Comparison Chart

Nurses Schools

 BBB Directory  
Give.org  
Council of Better Business Bureaus  
Contact  
Terms of Use  
Trademarks  
Privacy Policy  
Fight Phishing  
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The Coastal Communities of North and South Carolina

Involve Us  
Get Consumer Help  
Professional Services  
For Businesses

Get to  
Know  
Us  
Get

Search for Businesses

## BBB BUSINESS REVIEW

What is a BBB Business Review?

CONSUMER COMPLAINTS

THIS BUSINESS IS NOT BBB ACCREDITED

**CNA Health Courses**

Phone: (910) 424-2274

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Complaint Type	Total Closed Complaints
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Billing / Collection Issues	0
Delivery Issues	0
Guarantee / Warranty Issues	0
<b>Total Closed Complaints</b>	<b>2</b>

### Complaint Breakdown by Resolution

[About Complaint Details](#)

#### Complaint Resolution Log (2)

The business failed to resolve the complaint issues (1 complaint)

11/08/2013	<p>Problems with Product / Service   <a href="#">Read Complaint Details</a></p> <p><b>Additional Notes</b></p> <p><b>Complaint Category:</b> Defective, damaged, or incorrect product received</p> <p><b>Complaint:</b> Per the advertisement, the phlebotomy accelerated course was suppose to be ONE month in length it has now been 3 months. The materials/ packets provided were subpar, inadequate and class meetings were very inconsistent. All class dates and quizzes have been completed in addition to completing the application for national certification as Ms McQueen requested. Ms ***** has NOT responded to email I've sent, sent emails or called to give myself or other students any direction. As a student, I feel abandoned and entitled a refund. This course was NOT advertised as an online course.</p> <p><b>Product/Or Service:</b> Phlebotomy Course</p> <p><b>Initial Business Response</b></p> <p>To whom this may concern,</p> <p>After receiving your letter regarding Ms. ***** I pulled her files and she in fact did complete the course. Also after reviewing the letter I received from the BBB, I confirmed in fact that she did state to you all that she did complete all quizzes, tests, and assignments from our course. The problem is that Ms. ***** never sent me the application (National Certification Application for Certification Testing) and money order for one hundred and thirty dollars (\$130) to be put on the list to go take her exam, as all students were told to do so. We never received this information or payment, nor was any arrangement made to do so by Ms. *****.</p> <p>I am disheartened that Ms. ***** would belittle our school do to sheer ignorance on her part. This is not an online course, however, we did notify that we would be keeping contact and sharing instructions with our students though email but that does not mean the course was an online course. If classroom settings</p>
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were a problem for Ms. \*\*\*\*\* , she was always able to come tell us her concerns then, not at the completion of her course as she has stated herself that she completed.

Ms. \*\*\*\*\* has a discrepancy with us yet she is seeking payment for another individual and for payments for tests that she never sent us or took. No one else from Ms. \*\*\*\*\*'s class has any problems with our teaching method, communication method, or payment method. With all things factored we at CNA Health Courses, have come to the conclusion that Ms. \*\*\*\*\*'s claim is false and we will stick close to our "no refund" policy as was explained to all students as they make payments. We sincerely wish Ms. \*\*\*\*\* the best moving forward and we are very sorry the lines of communication got crossed. Thank you for giving us a chance to explain our situation.

#### Final Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

Dear BBB Representative,

I would like to address the discrepancies in the response from CNA Health Courses. I would like to lead off with "the problem of me never sending in the application." I mailed the completed National Phlebotomy Association (NPA) application and the \$130 fee to CNA Health Courses, \*\*\*\*\* XXXXX, \*\*\*\*\* before the August 31, 2013 deadline. I can present a copy of the money order issued by Wells Fargo with the date and time of purchase. Ms. \*\*\*\*\* stated she never received my application, but never called, emailed or sent a text to inquire about not receiving my completed package. Second, Ms. \*\*\*\*\* stated she would keep in contact with the class and share information. That statement is false, because I have not seen or heard from Ms. \*\*\*\*\* since our third and last physical class date on July 5, 2013. I emailed Ms. \*\*\*\*\* on July 23, 2013, inquiring about the next class date and I never received a response from her or CNA Health Courses. Despite not receiving a response, I submitted the fee and completed NPA application as instructed. I also purchased additional textbook "The Complete Textbook of Phlebotomy" by L. Hoeltke, to ensure I was fully prepared for the examination. Upon reading this textbook and talking with phlebotomists working in the field, I began to realize her teaching and training materials were substandard.

Third, I consulted with and received permission from "the other student", who was also within the same class before I submitted a Better Business Bureau complaint; I can also provide the receipt because our payments are on one receipt slip. This student, Ms. S \*\*\*\*\* , has also paid \$130, completed and sent in the application, and has not heard anything from Ms. \*\*\*\*\* or CNA Health Courses. After multiple attempts, to contact Ms. \*\*\*\*\* by email (\*\*\*\*\*@yahoo.com) and phone (XXX-XXX-XXXX) by myself and Ms. S \*\*\*\*\* , I decided to use the proper channels to complain. I have recently spoken with four additional students in the class and they too have shared the same experience as I. Ms. \*\*\*\*\* has provided a disservice to me and the other students and is delusional to even think that I would be the only person dissatisfied with the lack of services she has provided.

Finally, when I enrolled on May 25, 2013, it was not stated anywhere on site during payment, my receipt, or in the Craigslist ad that they have a "no refund" policy. Before I enrolled in the class, I checked the Better Business Bureau website and spoke with Ms. \*\*\*\*\* on May 9, 2013 about any existing or preexisting complaints, program accreditation, and completion rate of students within the program. Ms. \*\*\*\*\* assured me that I would be well trained to perform as a phlebotomist and pass \*\*\* NPA exam. She also stated "we haven't dealt with any complaints to our knowledge and have an excellent passing \*\*\*\*\*"

After filing this complaint, I finally heard from Ms. \*\*\*\*\* on October 5, 2013. During that phone call she could not provide me with a logical explanation of what happen, did not offer an apology, and did not attempt to resolve this matter. Ms. \*\*\*\*\* only concern was did I have a receipt and could I have the other dissatisfied student, Ms. S \*\*\*\*\* , to give her a call. Since, Ms. \*\*\*\*\* has taken our hard earned cash; our complaints or satisfaction is not a priority to Ms. \*\*\*\*\* or CNA Health Courses. CNA Health Course policy does not mention a "no refund policy" and as I stated before, I feel the other students and I are entitled to a full refund. I will be happy to provide the Better Business Bureau all emails, phone records, text messages, copy of money orders, and receipts to support this claims.

Thank you for allowing me the opportunity to respond appropriately to Ms. \*\*\*\*\* c/o CNA Health Courses submission.

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*BBB Business Reviews generally cover a three-year reporting period. BBB Business Reviews are subject to change at any time.*

**Complaint Resolution:** Company failed to resolve the complaint issues through BBB voluntary and self-regulatory process.

BBB did not receive a response from business (1 complaint)

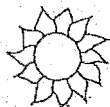
05/05/2014

Problems with Product / Service | [Read Complaint Details](#)

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### Industry Comparison | Chart

Nurses Schools



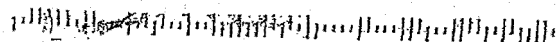
Ms. Angela Wright File No.  
#B 1415476  
108 Louis Armstrong Ct  
Chapel Hill, NC 27514



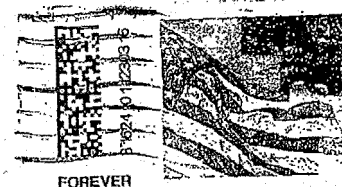
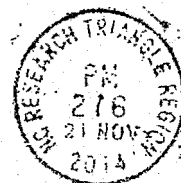
Linda H. Matthews  
State of North Carolina  
Dept of Justice  
Attn: Consumer Protection  
9001 Main Service Center  
Raleigh NC 27699-9001

2014 11 21 PM

276999001



Ms. Angela Wright File No.  
#B 1415476  
108 Louis Armstrong Ct  
Chapel Hill, NC 27514



Linda H. Matthews  
\* State of North Carolina  
Department of Justice  
Attn: Consumer Protection  
9001 Main Service Center  
Raleigh, NC 27699-9001

Nov 21 2014

# **ATTACHMENT B**

"Dedication is the key to your success."

# North Carolina Medical Institute

**Call Us Now: 910-364-7213**

[HOME](#) | [PROGRAMS](#) | [SERVICES](#) | [CONTACT](#) | [TUITION OPTIONS](#) | [SCHEDULES](#) | [ADDITIONAL AREAS](#)



## Call us today for enrollment!

Accepting Applications for the 2015 Semester

NATIONAL CERTIFICATIONS AVAILABLE

Online Classes Available

(Year 2013- 2014) 100% PASS RATE

- CPR & First Aid (American Heart Association)
- Phlebotomy (National Certification)
- NA I (North Carolina)
- Medical Assisting
- Pharmacy Technician
- EKG Technician
- Billing & Coding Specialist
- Medical Administration Assistant
- Medical Laboratory Assistant
- Electronic Health Record Specialist
- Patient Care Technician (PCT, PCA)
- Medication Technician
- Tutoring & Sessions

ACCESS 2 SUCCESS

## Impact

"I was hired by my clinical site after studying at North Carolina Medical Institute." -Alumni

NC Med Instructors is an educational pioneer with a proven impact on making residents employable through North Carolina medical Institute of Fayetteville, NC." -SBA

## Call us



**114 Anderson St  
Fayetteville, NC 28301**

Find out how >

## Services

- References & Certification of Completion
- Resume Assistance
- National certifications
- Simulation Labs
- Exam preps
- Access to successful medical faculty
- Clinicals
- Job Placement Services & Career Options
- NC Medical Institute webinars®
- Tutoring & Sessions



NCMI Student Registration Catalog.docx

# North Carolina Medical Institute

**910-364-7213**

Monday - Friday 9:00 am - 6:00 pm  
Saturday Closed  
Sunday Closed

# **ATTACHMENT C**

"Dedication is the key to your success."

## North Carolina Medical Institute

**Call Us Now: 910-364-7213**

HOME | PROGRAMS | SERVICES | CONTACT | TUITION OPTIONS | SCHEDULES | ADDITIONAL AREAS

**Payment Plan Options are Available!**  
**Books & Materials are Included in Tuition**  
**License & Certification Testing Fee \$105.00- \$150.00**

**Medical Assisting -Tuition:**

\$650.00 In-State Students

\$800.00 Out of State Students- Online Included (Payment Plan \$500 dwn)

\$425.00 Refresher Courses

**Pharmacy Technician-** Tuition \$525.00 (Payment Plan \$325 dwn)

**Billing & Coding-** Tuition \$450.00 (Payment Plan \$275 dwn)

**Phlebotomy- Tuition:**

\$425.00 (Payment Plan \$250 dwn)

\$180.00 Refresher Courses

**EKG Technician-** Tuition \$350.00 (Payment Plan \$250 dwn)

**Medical Laboratory Assistant-** Tuition \$525.00

**PCT Patient Care Technician/ Assistant-** Tuition \$250.00

**Medical Administration-** Tuition \$450.00 (Payment Plan \$275 dwn)

**Electronic Health Record Specialist-** Tuition \$325.00 (Payment Plan \$250 dwn)

**CPR & First Aid-** Certification Fee \$35.00-\$40.00

**CPR & First Aid** (Child Care Providers, Home Health Care, Construction Co. Health Care Providers,  
 Group Certifications \$25.00- \$30.00) **NCMI Provied Training On Sites in All Areas**



NCMI Credit card authorization.docx

## North Carolina Medical Institute

**910-364-7213**

Monday - Friday 9:00 am - 6:00 pm  
 Saturday Closed  
 Sunday Closed

# **ATTACHMENT D**



## NORTH CAROLINA MEDICAL INSTITUTE - 2015 FAYETTEVILLE SCHEDULES

**COURSES IN-CLASSROOM:** MEDICAL ASSISTING, EKG, PHARMACY TECHNICIAN, CNA I, CPR & FIRST AID, PHLEBOTOMY TECHNICIAN, MEDICATION TECHNICIAN

**COURSES ONLINE:** MEDICAL ASSISTING, EKG, PHARMACY TECHNICIAN, PHLEBOTOMY TECHNICIAN, BILLING & CODING, PATIENT CARE TECHNICIAN, ELECTRONIC HEALTH RECORD SPECIALIST, MEDICAL LABORATORY ASSISTANT, MEDICAL ADMINISTRATION ASSISTANT

**1DAY TO 3DAY \*REFRESHER COURSE PROGRAMS:** MEDICAL ASSISTING, EKG, PHARMACY TECHNICIAN, PHLEBOTOMY TECHNICIAN, BILLING & CODING

**\*ALL REFRESHER TRAINING STUDENTS NEED THE FOLLOWING BEFORE COURSE REGISTRATION\***

- PREVIOUS TRAINING AND EXPERIENCE IN THE PROGRAM CURRICULUM & SKILLS
- PRIOR TO CLASS YOU MUST PROVIDE SUPPORTING DOCUMENTS:  
(TRANSCRIPTS, EXPIRED LICENSES, REGISTRATION #S, EMPLOYER INFORMATION, SKILLS PERFORMED, PREVIOUS SCHOOLS ATTENDED, & PREVIOUS TRAINING COMPLETED)

=====

**AMERICAN HEART ASSOCIATION: CPR & FIRST AID CERTIFICATION:**

\$40.00 (Due at Registration)

FAYETTEVILLE CAMPUS SCHEDULE 2015: MONDAYS, TUESDAYS & THURSDAYS 10:00am - 2:00pm In-Class Training

=====

**\*\*MEDICATION TECHNICIAN\*\***

CLASS IS ON THURSDAYS FROM 10:00am - 2:00pm (\$85.00 Due at Registration)

=====

**\*MEDICAL LABORATORY ASSISTANT\***

2 WEEK CLASS AVAILABLE ON WED & THURS FROM 10:00am - 1:00pm OR 2:00PM - 5:00pm (\$525.00 Due at Registration)

**SEPTEMBER 2015 SCHEDULE**

=====

**\*\*\*SEPTEMBER SPECIALS\*\*\***

Medical Assisting Certification

Also Including

Phlebotomy Certification

\*3 weeks in Classroom\*

\$525.00 (Due at Registration)

Mon and Thur: 10:00am - 1:00pm

Orientation on Mondays

8/31/2015 - 9/16/2015

9/14/2015 - 9/30/2015

9/21/2015 - 10/05/2015

=====

Medical Assisting

(Refresher Course)

\$425.00 (Due at Registration)

\*2-weeks Refresher Course\*

Mon & Wed: 10:00am - 1:00pm

(Clinicals) Fridays: 10:00am - 12:00pm

Orientation on Mondays

8/31/2015 - 9/07/2015

9/14/2015 - 9/21/2015

9/21/2015 - 10/05/2015

=====

Phlebotomist Technician

\$425.00 (Due at Registration)

\*3-weeks in Classroom\*

Tues & Thurs: 10:00am - 1:00pm

\*4-weeks in Classroom\*

Evening Classes: 2:00pm - 5:00pm

Orientation on Mondays

8/31/2015 - 9/16/2015

9/21/2015 - 10/28/2015

=====

Phlebotomist Technician

(Refresher Course)

**OCTOBER 2015 SCHEDULE**

=====

Medical Assisting

\*4 weeks in Classroom\*

\$650.00 (Due at Registration)

Mon and Wed: 10:00am - 1:00pm

Fri (Clinicals): 10:00am - 12:00pm

Orientation on Mondays

10/05/2015 - 10/21/2015

10/19/2015 - 11/09/2015

=====

Medical Assisting

(Refresher Course)

\$425.00 (Due at Registration)

\*2-weeks Refresher Course\*

Mon & Wed: 10:00am - 1:00pm

(Clinicals) Fridays: 10:00am - 12:00pm

Orientation on Mondays

10/05/2015 - 10/14/2015

10/19/2015 - 10/26/2015

10/26/2015 - 11/04/2015

=====

Phlebotomist Technician

\$425.00 (Due at Registration)

\*3-weeks in Classroom\*

Tues & Thurs: 10:00am - 1:00pm

\*4-weeks in Classroom\*

Evening Classes: 5:00pm - 7:00pm

Orientation on Mondays

10/05/2015 - 10/21/2015

10/19/2015 - 11/09/2015

=====

Phlebotomist Technician

(Refresher Course)

\$180.00 (Due at Registration)

\*2-weeks Refresher Course\*

Tues & Thurs: 10:00am - 1:00pm

\*4-weeks in Classroom\*

\$180.00 (Due at Registration)

\*2-weeks Refresher Course\*  
Tues & Thurs: 10:00am - 1:00pm  
\*4-weeks in Classroom\*  
2:00pm - 5:00pm

Orientation on Mondays  
8/31/2015 - 9/02/2015  
9/21/2015 - 10/07/2015

#### EKG

\$350.00 (Due at Registration)

\*2-Weeks in Classroom\*  
Tues & Thurs: 11:00am - 1:00pm

Orientation on Mondays  
8/31/2015 - 9/04/2015  
9/09/2015 - 9/11/2015  
9/23/2015 - 09/25/2015  
9/30/2015 - 10/02/2015

#### Pharmacy Technician

\$525.00 (Due at Registration)

\*12-Weeks in Classroom\*  
\*10-Weeks On-line\*  
Morning Classes: 10:00am - 1:00pm  
Afternoon Classes: 2:00pm - 5:00pm

Orientation on Mondays  
8/31/2015 - 9/03/2015  
9/15/2015 - 9/17/2015  
9/29/2015 - 10/01/2015

#### CNA I

\$180.00 (Due at Registration)

Registration Fee Includes:  
ALL Study Materials  
Free Refreshers  
80-Hour PCA Certification

\*2-Days in Classroom\*  
Tues & Thurs: 10:00am - 3:00pm

8/31/2015 & 9/03/2015  
9/15/2015 & 9/17/2015  
9/22/2015 & 9/24/2015

PCT/PCA (PATIENT CARE TECHNICIAN)  
\$250 (Due at Registration)

\*2-Days in Classroom\*  
Tues & Thurs: 10:00am - 3:00pm

8/31/2015 & 9/03/2015  
9/15/2015 & 9/17/2015  
9/22/2015 & 9/24/2015

ALL ONLINE CLASS REGISTRATIONS  
CALL OFFICE FOR AVAILABILITY  
APPLICATION AVAILABLE  
ONLINE OR AT THE INSTITUTE  
FAYETTEVILLE NC 2015  
9:00am - 6:00pm

5:00pm - 7:00pm

Orientation on Mondays  
10/05/2015 - 10/14/2015  
10/19/2015 - 10/26/2015  
10/26/2015 - 11/04/2015

#### EKG

\$350.00 (Due at Registration)

\*2-Weeks in Classroom\*  
Tues & Thurs: 11:00am - 1:00pm

Orientation on Mondays  
10/07/2015 - 10/09/2015  
10/14/2015 - 10/16/2015  
10/21/2015 - 10/23/2015

#### Pharmacy Technician

\$525.00 (Due at Registration)

\*12-Weeks in Classroom\*  
\*10Weeks On-line\*  
Morning Classes: 10:00am - 1:00pm  
Afternoon Classes: 2:00pm - 5:00pm

Orientation on Mondays  
10/06/2015 - 10/08/2015  
10/13/2015 - 10/15/2015  
10/20/2015 - 10/22/2015

#### CNA I

\$180.00 (Due at Registration)

Registration Fee Includes:  
ALL Study Materials  
Free Refreshers  
80-Hour PCA Certification

\*2-Days in Classroom\*  
Tues & Thurs: 10:00am - 3:00pm

10/06/2015 & 10/08/2015  
10/13/2015 & 10/15/2015  
10/20/2015 & 10/22/2015

PCT/PCA (PATIENT CARE TECHNICIAN)  
\$250 (Due on Registration)

\*2-Days in Classroom\*  
Tues & Thurs: 10:00am - 3:00pm

10/06/2015 & 10/08/2015  
10/13/2015 & 10/15/2015  
10/20/2015 & 10/22/2015

ALL ONLINE CLASS REGISTRATIONS  
CALL OFFICE FOR AVAILABILITY  
APPLICATION AVAILABLE  
ONLINE OR AT THE INSTITUTE  
FAYETTEVILLE NC 2015  
9:00am - 6:00pm

# **ATTACHMENT E**

CL fayetteville, NC > jobs > healthcaremedical &  
healthcare jobs

- ☐
- search titles only
- 
- ☐
- has image
- 
- ☐
- posted today
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- ☐
- search nearby areas

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- non-profit
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- ☐
- part-time
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- ☐
- telecommute

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newest relevant

Sep 13 Medical Assisting Certification - (Fayetteville, NC) map [x]

Aug 29 Medical Assisting Certification - (Fayetteville, NC) map [x]

Sep 11 Patient Care Technician (PCT/PCA) - (Fayetteville, NC) map [x]

Sep 7 Accredited Pharmacy Technican Certification - (Fayetteville, NC) map [x]

Aug 29 National Phlebotomy Training &amp; Certification - (Fayetteville, NC) map [x]

Aug 29 Pharmacy Technician Certification - (Fayetteville, NC) map [x]

Aug 28 EKG Technician Online Certification - (Fayetteville, NC) map [x]

Aug 27 (2) FULL TIME CMA POSITIONS - (LILLINGTON) map [x]

Aug 19 CMA - [x]

Few local results found. Here are some from nearby areas. Checking 'search nearby areas' will expand your search.

Aug 29 Medical Assisting Certification - (wnc &gt; Wilmington, NC) map [x]

Aug 29 EKG Technician Online Certification - (wnc &gt; Wilmington, NC) map [x]

Aug 28 Patient Care Technician (PCT/PCA) - (wnc &gt; Wilmington, NC) map [x]

Aug 28 National Phlebotomy Training &amp; Certification - (wnc &gt; Wilmington, NC) map [x]

^ back to top

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1 to 9

next &gt;

^ back to top

# **ATTACHMENT F**

CL fayetteville, NC > jobs > healthcare

Posted: 17 days ago

## Medical Assisting Certification (Fayetteville, NC)

North Carolina Medical Institute  
Medical Assistant Training & Certification

Certification: National Certification (Certification testing are scheduled within program schedules)

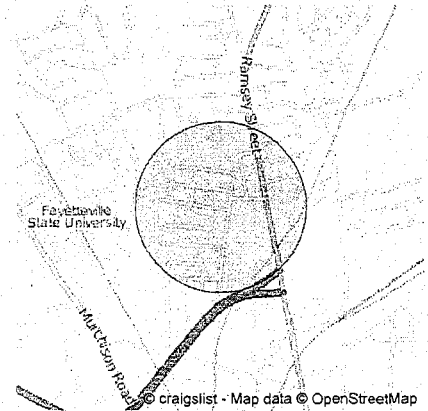
Length of program: 4-5 Go online for details!

Course Packages: Course Packages are available go to website click on (additional areas & click on course packages) view details and additional area schedules

\*To register and view class schedules, go to [www.ncmedinstitute.com](http://www.ncmedinstitute.com) or contact:

NCMI ([show contact info](#))

- OK for recruiters to contact this job poster.
- do NOT contact us with unsolicited services or offers
- OK to highlight this job opening for persons with disabilities



compensation: \$650

employment type: part-time

internship

non-profit organization

telecommuting okay



# **ATTACHMENT G**

[CL](#) fayetteville, NC > jobs > healthcare

Posted: about a month ago

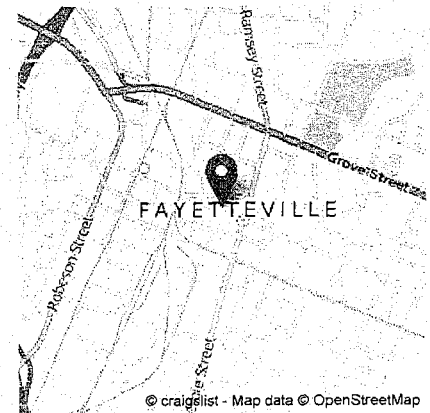
**Medical Assisting Certification (Fayetteville, NC)**

North Carolina Medical Institute  
Medical Assistant Training & Certification

Certification: National Certification (Certification testing are scheduled within program schedules)  
Length of program: Go online for details!

\*To register and view class schedules, go to [www.ncmedinstitute.com](http://www.ncmedinstitute.com)  
NCMI [show contact info](#)

- OK for recruiters to contact this job poster.
- do NOT contact us with unsolicited services or offers
- OK to highlight this job opening for persons with disabilities



114 Anderson St.

compensation: \$0

employment type: part-time

internship

non-profit organization

telecommuting okay





# ATTACHMENT H

CL fayetteville, NC > jobs > healthcare

Posted: 2015-08-13 2:44pm

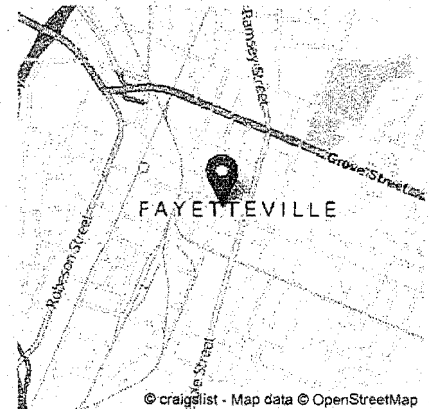
## Patient Care Technician (PCT/PCA) (Fayetteville, NC)

North Carolina Medical Institute  
Patient Care Technician (PCT/PCA) Training and Certifications

All study materials included  
Classes: In- Class & Online- Class  
Certification testing: Test schedules and registration available

\*To Register & view Schedules go to: [www.ncmedinstitute.com](http://www.ncmedinstitute.com)  
NC Medical Institute: (910)364-7213

- OK for recruiters to contact this job poster.
- do NOT contact us with unsolicited services or offers
- OK to highlight this job opening for persons with disabilities



114 Anderson St.

compensation: \$0

employment type: part-time

internship

non-profit organization

telecommuting okay

contact name:

NC Medical Institute

call:

☎ 910-364-7213

reply by email:

5zmmg-  
5171051327@job.craigslist.org



# ATTACHMENT I

CL fayetteville, NC > jobs > healthcare

Posted: about a month ago

## Accredited Pharmacy Technican Certification (Fayetteville, NC)

North Carolina Medical Institute  
National Pharmacy Technician Training and Certifications

Tuition: \$525

All study materials included

Classes: In- Class & Online- Class

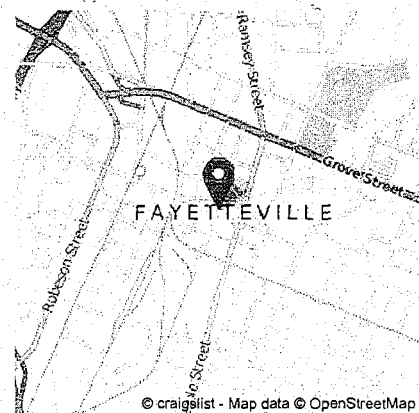
Class Length- 10 Weeks In- Class & 12 Weeks online

Certification testing: Test schedules and registration available (View Website for Details!)

\*For Registration & Scheduling go to: [www.ncmedinstitute.com](http://www.ncmedinstitute.com) or contact

NC Medical Institute: [show contact info](#)

- OK for recruiters to contact this job poster.
- do NOT contact us with unsolicited services or offers
- OK to highlight this job opening for persons with disabilities



114 Anderson St.

compensation: \$525

employment type: employee's choice

internship

non-profit organization

telecommuting okay



# **ATTACHMENT J**

[CL](#) fayetteville, NC > jobs > healthcare

Posted: about a month ago

**National Phlebotomy Training & Certification (Fayetteville, NC)**

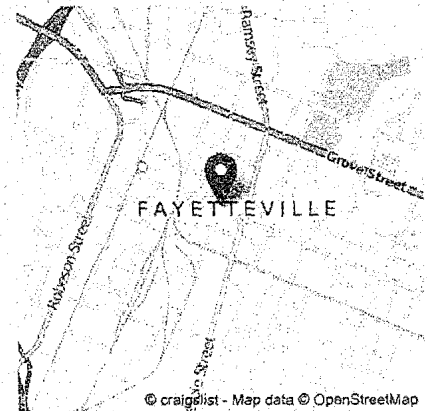
North Carolina Medical Institute  
National Phlebotomy Technician Training & Certifications

All study materials included  
Classes: In- Class & Online- Class  
Class Length- Go online for details!  
Certification testing: Test schedules and registration available

\*To register and view class schedules, go to [www.ncmedinstitute.com](http://www.ncmedinstitute.com)

NCMI [show contact info](#)

- OK for recruiters to contact this job poster.
- do NOT contact us with unsolicited services or offers
- OK to highlight this job opening for persons with disabilities



114 Anderson St.

compensation: \$0

employment type: part-time

internship

non-profit organization

telecommuting okay



# **ATTACHMENT K**

CL: fayetteville, NC > jobs > healthcare

Posted: about a month ago

## Pharmacy Technician Certification (Fayetteville, NC)

North Carolina Medical Institute  
National Pharmacy Technician Training and Certifications

Tuition: \$450

All study materials included

Classes: In- Class \$450 & Online- Class \$485

Class Length- 2 week online

Certification testing: Test schedules and registration available

\*For Registration & Scheduling go to: [www.ncmedinstitute.com](http://www.ncmedinstitute.com)

NC Medical Institute: [show contact info](#)

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- do NOT contact us with unsolicited services or offers
- OK to highlight this job opening for persons with disabilities



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114 Anderson St.

compensation: \$450

employment type: part-time

internship

non-profit organization

telecommuting okay





# **ATTACHMENT L**

CL fayetteville, NC > jobs > healthcare

Posted: about a month ago

## EKG Technician Online Certification (Fayetteville, NC)

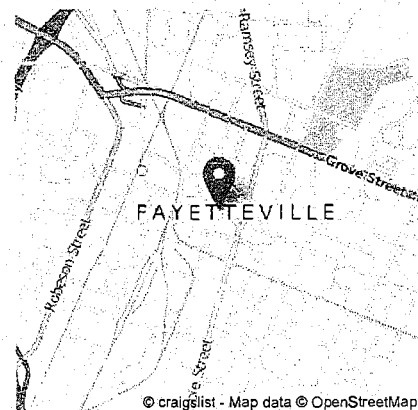
North Carolina Medical Institute  
National EKG Technician Training and Certifications

All study materials included  
Classes: In- Class & Online- Class  
Class Length- 2 week in class & online class options  
Certification testing: Test schedules and registration available

\*For Registration & Scheduling go to: [www.ncmedinstitute.com](http://www.ncmedinstitute.com)

NC Medical Institute: [show contact info](#)

- OK for recruiters to contact this job poster.
- do NOT contact us with unsolicited services or offers
- OK to highlight this job opening for persons with disabilities



114 Anderson St.

compensation: \$0

employment type: part-time

internship

non-profit organization

telecommuting okay

